



Operations Manager i

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User Guide

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Chapter 1: Introduction

OMi users use the Workspaces area to monitor the environment, manage events, and solve problems. OMi provides default pages in the Dashboards and Operations Console workspaces for these purposes. However, administrators may also provide specially designed pages for use by their operators. Alternatively, users may have been given permissions to create their own pages in My Workspace.

The different designs of the pages in Workspaces present information in different ways. The kind of information that you can see within these pages is determined by the user roles that the administrator assigns to you. For example, the operator Dave can see his assigned events, plus other events that he is allowed to see, in a cross-domain view. For example, he is responsible for maintaining the enterprise email server, but he might be able to see events that are assigned to another operator.

Learn More

About Workspaces

The Workspaces area is divided into the following main sections:

- **My Workspace.** My Workspace enables you and your administrators to view default pages from OMi, and to create new pages containing OMi components and also external components. Each page is displayed as a tab within My Workspace. For details, see ["My Workspace" on page 228](#).
- **Dashboards.** Dashboards give you an overview of the health of the environment in graphical form. The data updates in real time so that you are always presented with the most recent information. OMi provides the following dashboards by default:
 - **Monitoring Dashboard.** (Formerly known as Event Dashboard.) Monitoring Dashboards provide an at-a-glance overview of the events from the environment you are monitoring. Monitoring Dashboards enable you to quickly assess the health of the environment and to identify areas that require your attention. For details, see ["Monitoring Dashboard" on page 257](#).
 - **360°.** This page provides a high-level overview of the status of CIs in a selected view. The page displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see ["360° View" on page 269](#).

- **KPI Over Time.** The KPI Over Time dashboard enables you to view the status or the value of selected KPIs and CIs over time. The report also lets you choose from a number of layouts to monitor statuses and values at a glance. For details, see ["KPI Over Time Dashboard" on page 270](#).
- **ROI Dashboard.** (Return on Investment.) The ROI Dashboard displays the proportion of events received by OMi that have been automatically handled against those that required intervention by operators. The higher the proportion of automatically handled events, the greater the contribution OMi is making to the management of your infrastructure. If the cost of manually handling a typical event is known, this value can be entered into OMi, based on which, the total cost saving achieved through OMi can be displayed. These statistics can be displayed for any specified time period within which OMi has been monitoring your IT environment. For details, see ["Return On Investment Dashboard" on page 275](#).
- **Operations Console.** The Operations Console workspace is where operators perform their daily tasks. OMi provides three predefined so-called perspectives as examples for ideal operations workspaces:
 - **Event Perspective.** The Event Perspective page displays event-related information in separate panes. For details, see ["Event Perspective" on page 283](#).
 - **Health Perspective.** The Health Perspective page displays topological information and health indicators related to the selected event. This display enables you to simultaneously see events from different perspectives and helps you to better understand complex relationships and dependencies. For details, see ["Health Perspective" on page 284](#).
 - **Performance Perspective.** The Performance Perspective page enables you to create and customize performance dashboards. For details, see ["Performance Perspective" on page 286](#).

Chapter 2: Navigate OMi

OMi runs in a web browser and uses the web browser's navigation features. For example, you can use the web browser's back and forward buttons, the web browser's bookmarks, history, refresh, full screen, and print features.

Each OMi UI has a dedicated URL, which you can bookmark for quicker access to individual UIs.


Learn More

Title and Menu Bars

The title bar displays a logo, the name of the Operations Manager i product, and menus.

The submenus in the **Workspaces** and **Administration** menus can be expanded and collapsed. OMi remembers the expand and collapse states of each submenu so that you can return to them more easily.

You can use the **search for menu items** field to search the menus for a specific item. OMi suggests matching menu items as you type.



The  user menu displays the name of the currently logged in user. You can access all user-specific areas by using this menu, for example, account or password information. You can also log out of OMi by using the user menu.

The **Help** menu takes you to OMi Help and to additional resources in the Internet. You can also look up the OMi version from this menu.

Breadcrumbs

Breadcrumbs enable you to keep track of your location within OMi. They provide links back to each page you navigated through to get to the current page.

You can view previous pages within a multi-level context by clicking one of the links in the breadcrumb.

You can hide the breadcrumbs by clicking the  **Collapse** button to the left of the **Help** menu. Click  **Expand** to show them again.

Chapter 3: Log into OMi

This section provides instructions for logging into OMi.

Learn More

This section includes:

- ["Accessing OMi" below](#)
- ["Requirements" below](#)
- ["Autocomplete " below](#)

Accessing OMi

You can access OMi using a supported web browser from any computer with a network connection to the OMi servers.

The level of access granted to a user depends on the user's permissions. For more information, see the *OMi Administration Guide*.

By default, Single Sign-On (SSO) in OMi is disabled. For more information, see the *OMi Administration Guide*.

Requirements

For details on browser requirements, as well as minimum requirements to view OMi, see the *OMi Installation and Upgrade Guide*.

Autocomplete

The major browsers have each decided to ignore autocomplete=off in web forms.

Internet Explorer: <http://blogs.msdn.com/b/ieinternals/archive/2013/09/24/internet-explorer-11-changelist-change-log.aspx>

Firefox: https://bugzilla.mozilla.org/show_bug.cgi?id=956906

As a result, when logging in to OMi you may, depending on your browser configuration, be prompted to remember your login credentials.

If you are an end user of OMi and do not wish to have your login credentials remembered, they need not be; indicate when prompted by your browser that you do not wish to have your login or password information saved by the browser. Often you can instruct your browser not to prompt you in the future for this site.

It is often possible to configure your browser to not prompt you to remember passwords at all, if you wish to disable this ability entirely. This can often be configured either in the browser itself or via corporate IT policy. Refer to your browser documentation or contact your System Administrator for more details.

Tasks

This section includes:

- ["How to Log Into OMi" below](#)
- ["How to Log Out of OMi" on the next page](#)

How to Log Into OMi

1. In a browser, enter the following URL:

```
https://<server_name>.<domain_name>/omi
```

where

<server_name> and *<domain_name>* represent the Fully Qualified Domain Name (FQDN) of the OMi server (for example, `https://server1.domain1.ext/omi`). If there are multiple servers, or if OMi is deployed in a distributed architecture, specify the load balancer or gateway server URL, as required.

Note: If the Logon Banner feature is enabled, at this point a disclaimer that your work will be monitored for attack prevention might appear. To confirm this notification and to proceed to the log-on page, click the **OK** button.

2. On the log-on page, enter your log-on name and password. Initial access can be gained using the administrator user name ("admin") and password.

Caution: We recommend that the system superuser change this password upon first login to prevent unauthorized entry. For details on changing the user password, see ["Change your name and time zone" on page 17](#). The login name cannot be changed.


Note: The password is configured in the configuration wizard.

After you log in, your login name appears at the top right of the page, under the top menu bar.

Note: If Lightweight Single Sign-On (LW-SSO) is disabled, you do not need to add the `.<domain_name>` syntax in the login URL. For information on LW-SSO, see the *OMi Administration Guide*.

How to Log Out of OMi

When you complete your session, it is recommended that you log out to prevent unauthorized entry.

Click **Log Out** on the  user menu.

Tips and Troubleshooting

Login Troubleshooting

To resolve login issues, reference the possible login failure causes in the following table by using the error number shown in the error alert dialog box. For additional troubleshooting information, see the [Self-Solve Knowledge Search](#).

Error No.	Problem/Possible Causes	Solutions
LI001	OMi failed to connect to the application server running on the gateway server. This may be due to: <ul style="list-style-type: none"> The application server being down. Problems with the OMi service. The port required by the application server being used by another application. 	<p>Solution 1: Close all applications on the gateway server machine and restart the machine.</p> <p>Solution 2: Ensure that there are no other running applications on the gateway server machine that use this port (for example, applications that run from the Startup directory, another instance of the application server, an MSDE or Microsoft SQL Server, or any other process).</p>
LI002	The application server running on the	Restart OMi.

Error No.	Problem/Possible Causes	Solutions
	gateway server is not responding or is not installed correctly.	
LI003	The management database is corrupted (for example, if a user record was accidentally deleted from the database).	Try logging in as a different user, or ask the OMi administrator to create a new user for you.
LI004	The connection between the Tomcat servlet engine and the application server failed due to a Remote Method Invocation (RMI) exception. This may be due to problems in RMI calls to the application server.	<p>Ensure that none of the application server ports are in use by another process. Also, ensure that the RMI ports are bound.</p> <p>For details on ports, see the <i>OMi Administration Guide</i>.</p>
LI005	<p>The OMi login fails or hangs. This may be due to:</p> <ul style="list-style-type: none"> • An inability to connect to the management database. • The current user does not have access rights to a profile. • Authentication strategy has not been set/configured correctly. 	<p>Ensure that the connection to the management database is healthy:</p> <ol style="list-style-type: none"> 1. In the web browser, type <code>https://localhost:29000</code> to connect to the JMX console. 2. Click the link System > JMX MBeans > Topaz > Topaz:service=Connection Pool Information. 3. Locate java.lang.String showConfigurationSummary() and click Invoke. 4. In Active configurations in the Connection Factory, find the appropriate row for the management database. 5. Verify that columns Active Connection and/or Idle Connection have a value greater than 0 for the management database. 6. If there is a problem with the connection to the database, verify that the database machine is up and running. If required, rerun the Setup and Database Configuration utility. <p>Solution 3: Ensure that the user has appropriate permissions to access OMi. For details on roles and permissions, see the <i>OMi Administration Guide</i>.</p> <p>Solution 4: Verify that an authentication strategy has been configured correctly. For details on</p>


Error No.	Problem/Possible Causes	Solutions
		authentication strategies, see the <i>OMi Administration Guide</i> .

Chapter 4: Change your name and time zone

The My Account dialog box enables individual users to change their name and time zone. In addition, users can provide their email address.

The changes made here are also applied to user's configuration in Users, Groups and Roles. For details, see the *OMi Administration Guide*.

To access

Click **My Account** on the  user menu.

Tasks

How to Update My Account Information

1. In the **Name** field, type a new display name.
2. *Optional.* Enter your **Email** address. OMi currently does not use this email address.
3. Select the **Time Zone** according to your location. The time zone affects the format that the event browser uses to display date and time of events (for example, Time Received or Time Created). See also "[Use the Event Browser \(HTML\)](#)" on page 105.
4. Click **Apply** to save your changes.

Chapter 5: Work with events

Events report important occurrences in the managed environment, and are generated by source managers. These are forwarded to OMi and are assigned to operators for resolution.

Learn More

This section includes:

- ["Event sources" below](#)
- ["Event synchronization" on the next page](#)
- ["Notifications" on the next page](#)
- ["Event priority calculation" on page 20](#)
- ["Calculated priority in event forwarding" on page 20](#)
- ["Event correlation" on page 21](#)

Event sources

Events originating from many different sources can be processed, for example:

- HPE applications:
 - OM for UNIX
 - OM for Windows
 - Network Node Manager i (NNMi)
 - SiteScope
 - Systems Insight Manager
- Third-party management software, normally used to monitor specific environments or special needs not monitored by other solution components:

- Microsoft Systems Center Operations Manager, Active Directory, Exchange
- BlackBerry Enterprise Server
- SAP

Alerts, for example, from CI Status Alerts and Event Based Alerts, can also generate events in OMi.

Event synchronization

Event synchronization enables bidirectional communication between managers, for example, OMi and HPOM. Updates and modifications to events can be exchanged. For example, changes of ownership or modifications to the severity status of an event are synchronized between servers. All events forwarded from OM servers are treated as allowing read and write. Any changes made to these events result in a back synchronization to the originating HPOM server.

Closing, Deleting, and Archiving Events

HPOM events are not updated when using the `opr-close-events` tool and the `opr-archive-events` tool to close, delete, and archive events. The events in HPOM remain unaffected.

Likewise, events in OMi are not affected when using the `omwmsgutil` tool (OM for Windows) and `opcack` and `opchistdown` tools (OM for UNIX or Linux) to close, delete, and archive events in OM.

All these tools operate directly on their respective databases and the changes do not go through the workflow process, resulting in the loss of synchronization between OMi and OM.

If you use these tools to close, delete, and archive events from one system (for example, OMi), you must make the equivalent changes with the appropriate tools on the other system (for example, OM).

Notifications

Notifications are Emails, SMSs, and Pager messages that OMi can send on receipt of events with predefined characteristics.

For example, if critical events for the most important business-relevant services are received by OMi during any weekend period, the engineer responsible for these services is immediately informed by an email, SMS, or pager message, or any combination of these.

Event priority calculation

Event priorities can be automatically calculated from the business model and the event's severity. Event priority is assigned one of the following values: Lowest, Low, Medium, High, or Highest.

The event priority calculation is executed in the event pipeline on new events. It also can be started manually on multiple events from the console context menu.

Input parameters for the calculation are:

- Severity of the event
- Business criticality of the related CI (if available)

Note: If no CI is related to the selected event, the priority is None.

The business impact is provided by the Business Impact Service (BIS) and the severity is an attribute of the event.

The calculation of priority is based on the relationship in the following table.

Impact	Event Severity					
	Unknown	Normal	Warning	Minor	Major	Critical
NoImpact	<i>Lowest</i>	<i>Lowest</i>	<i>Low</i>	<i>Low</i>	<i>Medium</i>	<i>Medium</i>
Low	<i>Lowest</i>	<i>Lowest</i>	<i>Low</i>	<i>Low</i>	<i>Medium</i>	<i>Medium</i>
MediumLow	<i>Low</i>	<i>Low</i>	<i>Low</i>	<i>Medium</i>	<i>Medium</i>	<i>High</i>
Medium	<i>Medium</i>	<i>Low</i>	<i>Medium</i>	<i>Medium</i>	<i>High</i>	<i>High</i>
MediumHigh	<i>High</i>	<i>Medium</i>	<i>Medium</i>	<i>High</i>	<i>High</i>	<i>Highest</i>
High	<i>Highest</i>	<i>Medium</i>	<i>High</i>	<i>High</i>	<i>Highest</i>	<i>Highest</i>

Calculated priority in event forwarding

In event forwarding, the calculated priority is forwarded to the receiving application. If the CI related to the event is configured in the receiving application, the event priority is recalculated by each receiving application. If the CI related to the event is not configured in the receiving application, the event priority contained within the forwarded event is used.

Event correlation

Event Correlation is used to automatically identify and display the real cause of problems. Events that are only symptoms of the cause event can be filtered out using the Top Level Items filter, resulting in a clearer overview of the actual problems that need to be solved. Event correlation relies on defining relationships between correlation rules, ETIs and ETI-values associated to events, and CIs and relations between these CIs.

The topology-based event correlation process works as follows:

- Checks whether a relationship exists between the events being correlated.
- Monitors the CIs and ETI values assigned to events being correlated.
- Determines relationship between two events by checking if there is a relationship in the topology database between the CIs to which the events are related.

The correlation result is displayed in the Event Browser with an icon in the **C** column to indicate that it is the result of a correlation process.

 — Event is the *cause* of another event

 — Event is the *cause* of one event and a *symptom* of another event

 — Event is a *symptom* of another event

Note: You might not be authorized to open the Correlation Rules manager. For more information about user authorization, see the *OMi Administration Guide*.

Events related as a result of correlation with the selected Event are displayed in the Related Events tab. The selected event can also be a symptom event and you can also see its cause in the Related Events tab.

If a better correlation is achieved and the correlation rule responsible for the new correlation possesses a higher weighting than the rule that generated the existing correlation, the new correlation replaces the existing one.

All possible correlation results are recorded and displayed in the Potential Causes sub-tab located in the Related Events tab. It shows the possible cause events, together with a reference to the correlation rule that generated the correlation. Additional information, such as the rule weight factor, and the time when the event was received, are also displayed. Operators can inspect all possible causes for a symptom event, better understand the matching correlation rules, and, if they have the appropriate permissions, manually change the cause of that event to any one of the available alternatives when investigating a problem.

For details about correlated events, related events, and potential causes, see ["Related Events" on page 76](#).

For more information about the icons used in the Event Browser, see ["Use the Event Browser \(HTML\)" on page 105](#). For more information about setting up correlation rules, see the *OMi Administration Guide*.

Event history creation

Event history is a log of information about who or which component has changed values of an OMi event. This feature enables an operator to see how event attribute values changed during the life of an event, for example, the sequence of severity changes. Event history information is available in a separate tab in the Event Details pane and can be viewed by any user with access to that event.

An event history entry is created for the following cases:

- User changes an attribute of an event by using the Event Browser.
- An external user or application changes event attributes by using the Northbound Interface.
- OM or another OMi instance synchronizes an attribute change to OMi.
- Duplicate suppression changes an existing event.
- Automatic closing of related events.
- Control is transferred, canceled, or returned.
- Server is added to the event forwarding list.

An event history entry is not created in the following cases:

- Events which are modified by the opr-close-events tool.

Event history characteristics

The following list summarizes the main technical characteristics of event history information:

- User cannot modify existing history information.
- Closing, deleting, and archiving events deletes history, but history is included as part of the XML output produced by the opr-archive-events tool.
- There is no limit to the number of history entries per event.

History is created if one or more of the following properties of an event are modified:

- Cause (cause/symptom relationship)
- Duplicate Count (Can be enabled and disabled in the Operations Management Infrastructure Settings under Duplicate Events Suppression Settings > Generate history lines for Duplicate Event Suppression).
- Correlation Rule
- Description
- Severity
- OM user
- AssignedGroup
- Custom Attributes
- Time Received
- Title
- Lifecycle state
- Priority
- Assigned User

In addition, changes to event annotations are also tracked as changes in the event history.


Tasks

This section includes:

- ["How to set priorities manually" below](#)
- ["How to recalculate event priorities" on the next page](#)
- ["Related tasks" on the next page](#)

How to set priorities manually

This task describes how to manually change the automatically-assigned priority of an event.

1. Open the Event Browser to display the list of known events:
Workspaces > Operations Console > <select a perspective>
2. In the Event Browser, select the event for which you want to change the priority value.
3. Open the Event Details pane.
4. Select the required priority from the Priority list.
5. Click  **Save**.

How to recalculate event priorities

This task describes how to manually recalculate the priorities for selected events in the Event Browser. This may be necessary when Business Criticality values changed in the underlying business model, and you want these changes reflected in your active events.

1. Open the Event Browser to display the list of known events:
Workspaces > Operations Console > <select a perspective>
2. In the Event Browser, select the events for which you want to recalculate the priority.
3. Right-click one of these events and select **Recalculate Priority** from the context menu.
The priority value for the selected events is updated.

Related tasks

["View closed events" on page 55](#)


Chapter 6: Use the Event Browser

The Event Browser displays an overview of the active events that exist in the IT environment you are monitoring. The details include, for example:

- Date and time when the event occurred.
- Host system (node) where the event occurred.
- Application that caused the event.
- Severity of the event.
- The user responsible for solving the problem that caused the event, if assigned.

The information displayed by default is a small selection of the total information available about an event.

All changes you make to the Event Browser layout are automatically saved to your user account. The next time you log in, the Event Browser displays the latest events in accordance with the way you configured the Event Browser. For example, when you log in again, the last selected view and Event Browser tab are selected and reopened.

Selecting an event in the Event Browser displays the event's properties in the details pane, as long as the details pane is not hidden (toggle details pane by using the  **Show/Hide Event Details Pane** button). The details pane contains tabs that enable you to view and modify some aspects of the selected event (for example, event properties, annotations, custom attributes, instruction text, and priority).

To access

Workspaces > Operations Console > <select a perspective>

Learn More

This section includes:

- ["Severity Assigned to Events" below](#)
- ["Filters" below](#)
- ["Lifecycle Management" below](#)
- ["Date Formats" on the next page](#)
- ["Event Closing and Archiving Tools" on page 28](#)

Severity Assigned to Events

Each event can be assigned a severity to show the importance of the underlying problem. The values are: critical, major, minor, warning, normal, and unknown. The Event Browser indicates an event's severity with an icon.

Note: The Items bar at the bottom of the Event Browser indicates the number of active events by severity. An active event is one that is open and being worked on.

Filters

Filtering by events. Filtering the Event Browser content helps you to focus on the most useful information. For example, you can filter the events displayed according to severity, assigned user, event category, or lifecycle state. The Active Event Filter is displayed in the event filter selection field.

You can configure new filters or modify existing filters to change, increase, or decrease the information displayed. For details, see ["Event Filters" on page 87](#).

Note: The Event Browser cannot display unresolved and closed events at the same time. To view closed events, see ["View closed events" on page 55](#).

Filtering by views or CIs. When you select a configuration item in the CI tree, OMi automatically applies a filter to the Event Browser so that only those events are displayed that are related to the selected configuration item. The active view is displayed in the view selection field.

Lifecycle Management



Note: It is not possible to edit an event with the state `Closed`, except for adding annotations and custom attributes. To edit a closed event, you must first reopen it.

The Event Browser enables you to display and track the position of an event in a defined lifecycle. A lifecycle is a complete series of predefined states that summarizes the event's life. The lifecycle states are as follows:

- **Open:** Event is identified for investigation of the problems that caused the event. It is either not assigned to a user or assigned but not yet being worked on.
- **In Progress:** Assigned user has started working on the investigation of the event's underlying problems. The name of the assigned user appears in the User column.
- **Resolved:** Investigation into the selected event's underlying problem is found and fixed.
- **Closed:** Event is removed from the list of active events displayed in the Event Browser.

Note: Lifecycle states are linked to authorizations granted to users. For example, the user to whom an event is assigned can change the assigned event's state from `Open` to `In Progress` and `Resolved` but not to `Closed`. Only users with higher authority can assign events to other users or change the event lifecycle state from `Resolved` to `Closed`.

Although the lifecycle states occur in a consecutive manner, you can set an event's lifecycle state at any time. For example, you can assign an event to an alternative user, or reopen an investigation by changing the event state from `Closed` to `In Progress`.

Note: You can change the lifecycle state of an event by selecting the event and selecting the appropriate button (for example, the  **Open** or  **Work On** button).

Date Formats

The date formats displayed in the Event Browser correspond to the language setting in the web browser. For example, if your browser is set to en-IN (English India), the date is displayed using the Indian date/month/year format, for example 17/7/13.

The following date formats are currently supported:

de - German

en - English

en-GB - English United Kingdom

en-IN - English India

en-US - English United States

en-CA - English Canada

es - Spanish

fr - French

ja - Japanese

ko - Korean

ru - Russian

zh-CN - Chinese China

zh-HK - Traditional Chinese Hong Kong

zh-SG - Simplified Chinese Singapore

If no preferred language is specified, en-US is used.

Note: For base languages that are supported without any specific regional options, such as German or French, the date format is always taken from the base language even if you have selected a regional setting in your web browser.

For example, if you have selected fr-BE for the regional setting in your web browser, the date format is taken from the fr setting.

Event Closing and Archiving Tools

You can close and archive events using the following command-line tools:

- `opr-close-events`
See the OMi Developer Guide for more information.
- `opr-archive-events`
See the OMi Developer Guide for more information.

UI Reference

This section includes:









- ["Event Browser Icons, Buttons, and Context Menus" on the next page](#)
- ["Event Browser Columns" on page 36](#)
- ["Closed Events Browser" on page 41](#)
- ["Keyboard shortcuts" on page 41](#)






Event Browser Icons, Buttons, and Context Menus

Some options and tools displayed in context menus require you to be logged on as a user with the authorization to start the selected tool.

Context menu items in the Event Browser are disabled or removed completely if the user does not have permission to perform certain operations (for example, **Work On**, or **Close**) or run certain actions (for example, Automatic Actions or User Actions).











The Performance Dashboards context menu items are removed completely if no metrics data is available for the selected CI. This is determined by the value of the CI's **Monitored By** attribute and the Performance Dashboard infrastructure setting **Context Menu Check**.

UI Element (A-Z)	Description
	Reopen: Sets the lifecycle status for the selected events to Open. The events can now be assigned to users for investigation and resolution.
	Work On: Sets the lifecycle status for the selected events to In Progress, indicating that the underlying problems of the events are under investigation.
	Resolve: Sets the lifecycle status for the selected events to Resolved.
	Close: Sets the lifecycle status for the selected events to Closed.
	Assign To: Opens the Event Assignment dialog box, enabling you to assign the selected events to a specific user or user group.
	<p>Relate Events: Opens the Relate Events dialog box, enabling you to manually relate the selected events by assigning one event as a cause event. All other events become symptom events.</p> <p>Manually related events can also be used as the basis for automatically generating a correlation rule. For details, see Relating Events Manually and Creating Correlation Rules from Manually-Related Events.</p>
	<p>Show Events Assigned to Me: Displays all events assigned to the current user in the Event Browser. Any applied filters and views are deactivated. Repeated selection toggles between displaying the events assigned to the current user and displaying the events filtered by the last selected filter and view.</p> <p>When Show Events Assigned to Me is selected, a confirmation of the selected mode is displayed in the information bar.</p>
	Browser Options: Opens the Browser Options dialog box for the current Event Browser tab. You can modify and set display options (for example, to hide or display columns, or change the order in which the data appears, play sound on receipt of an



UI Element (A-Z)	Description
	event). For more information, see "Configure the Event Browser" on page 43 .
	Export Event List: Opens the Export Event List dialog box for the current Event Browser where you can specify which event attributes you want to export to the external file.
	Show/Hide Event Details Pane: Toggles between the Event browser view with and without the Event details pane. You can also open the event details for an event in a pop-up window by using the Show > Event Details context menu item or double-click the event.
	Refresh: Synchronizes the event data displayed in the user interface with the latest information available in the database on the server and forces a complete refresh.
	<p>Show/Hide Closed Events: Displays the Closed Events Browser Configuration dialog box used to specify the time period for the closed events to be displayed in the Closed Events Browser. Click OK and the Closed Events Browser displays the closed events of the selected CI over a specified time period.</p> <p>If you want active events to be displayed along with closed events, apply filtering according to the time when the event was received, and then select the Include active events check box.</p> <p>Click the  Hide Closed Events button to return to the Event Browser.</p> <p>When Show Closed Events is selected, a notification is displayed in the information bar, indicating the type of displayed events, the time period that is used for filtering the displayed events, and the creation time of the event list.</p>
<No Filter>	<p>Opens the View Selector from which you can select one of the available Views. If you have appropriate permissions, the selected view can be deselected by selecting <No Filter>.</p> <p>You can also configure users and groups so that they can see only the events filtered by views associated with that user or group. You can also allow users or groups to deselect the selected view and display all events.</p> <p>On the first load of the Event Browser no view is selected. The selected view is restored when the Event Browser instance is reopened.</p> <p>The five most recent selections are displayed at the top of the list.</p> <p>Note: The Event Browser View Selector is disabled in locked Event Browser pages so that only events associated with a preselected view are displayed.</p> <p>Tip: Can be combined with the Search Events feature.</p>
...Browse	Opens the Select a View dialog box, enabling you to select the view that you want

UI Element (A-Z)	Description
Views	<p>to apply. The contents displayed in the Event Browser are limited to the CIs selected by the view.</p> <p>If you have the appropriate permissions, you can also clear the view filter. Users without this permission can only see events that are related to CIs that are contained in the selected view. For details, see the <i>OMi Administration Guide</i>.</p> <p>Note: If you do not have permission to clear views, when you first attempt to open an Event Browser, the "Select a View" message is displayed and the Closed Events Browser button is also disabled.</p> <p>When you select a view from the view drop-down list (or if a view selection is triggered externally, for example, from the View Explorer), the Event Browser is displayed and the Closed Events Browser button is enabled.</p> <p>Note: The Browse Views button is disabled in locked Event Browser pages so that only events associated with a preselected view are displayed.</p> <p>From the Browse Views dialog box, you can also open the Modeling Studio from which you can manage views.</p> <p>For more information about views, see "Define and manage views" on page 147.</p>
<Select an event filter>	<p>Opens the Event Filter Selector from which you can select one of the available event filters. The selected filter can be deselected by selecting <No Filter>.</p> <p>The five most recent selections are displayed at the top of the list.</p> <p>Tip: Can be combined with the Search Events feature.</p>
...Manage Event Filters	<p>Opens the Select an Event Filter dialog box, enabling you to select the event filter that you want to apply.</p> <p>From the Select an Event Filter dialog box, you can also open the Create New Event Filter dialog box to create an event filter, test, edit or delete an existing event filter.</p> <p>For more information about the event filters, see "Event Filters" on page 87.</p>
<Search Events>	<p>Entered text string is used to search the text displayed in the Event Browser and display only the events containing the specified string. Clearing the field displays all events again.</p> <p>If you are also filtering by CIs, selecting a different CI clears the search field.</p> <p>Note: You can enable or disable the use of regular expressions in the Search Events field by clicking [*] Enable/Disable Regular Expressions. When it is enabled, you can, for example, also search for multiple strings at once by using the pipe symbol (): <code>bottleneck problem error</code>.</p>

UI Element (A-Z)	Description
Add Annotation	<p>Opens the Create New Annotation dialog box for all selected events. The annotation is associated with all selected events on saving.</p> <p>For more information about annotations, see "Annotations" on page 70.</p>
Close and Reset Health Indicator	<p>Sets the lifecycle status for the selected events to C<code>losed</code> and resets the associated HI value to the default value for the selected events and on all symptom events of the selected events that are not already closed.</p>
Configure > Event Type Indicators	<p>Opens the Indicators manager in a new window. You need the appropriate authorization to access the Indicators manager and other Administration features.</p>
Configure > Integration Policies	<p>Opens the Policy Management UI in a new window.</p>
Configure > Performance Dashboards	<p>If available, opens the OMi Performance Dashboard page in a new window. The OMi Performance Dashboard page enables you to create and configure a performance dashboard. For more information, see "Performance Pane" on page 288.</p>
Configure > Policy	<p>Opens the Policy Editor enabling you to edit policy templates. Only the policies present in the Monitoring Automation policy inventory can be opened for editing.</p> <p>Note: You must re-deploy the policies modified in the Policy Editor launched from the Event Browser; automatic re-deployment of updated policies is not possible.</p> <p>For information on how to deploy policy templates, see the <i>OMi Administration Guide</i>.</p>
Configure > Monitoring	<p>Opens the Assignments and Tuning UI by using the CI ID of the related CI, which results in displaying a list of all assignments for the particular CI. For more information, see the <i>OMi Administration Guide</i>.</p>
Configure > Tools	<p>Opens the Tools manager in a new window. You need the appropriate authorization to access the Tools manager and other Administration features.</p>
Configure > View Mappings	<p>Opens the View Mappings manager in a new window. You need the appropriate authorization to access Administration features.</p>
Items	<p>Indicates the number of events by severity and assignment to individual users or user groups. The valid severities are critical, major, minor, warning, normal, and unknown.</p> <p>The number of events displayed as a total of the number of available events before filtering is also displayed along with the number of selected events in brackets. For</p>

UI Element (A-Z)	Description
	<p>example, 25 of 40 (3) means that there are 40 possible events available for the current user of which 25 are displayed in the Event Browser (15 have been removed by filtering). 3 events are selected in the Event Browser.</p> <p>The following icons indicate event severity status:</p> <ul style="list-style-type: none">  — Critical  — Major  — Minor  — Warning  — Normal  — Unknown <p>Note: You can also configure the Event Browser to apply a background color to the event that represents the severity of the event. For details, see "Configure the Event Browser" on page 43.</p> <p>Usually, this is the same as the severity status of the original event, for example as received from OM.</p> <p>Selecting a severity icon results in filtering out all other events and displays only the events with the selected severity. The filter is cleared by clicking the icon again.</p> <p>The following icons indicate the event assignment status:</p> <ul style="list-style-type: none">  — Event assigned to logged-on user  — Event assigned to one of the groups that the logged-on user is a member of.  — Events assigned to other users  — Event assignment not known <p>Depending on the settings selected in the active filter, some items are displayed with a value of 0, for example, because they are excluded by a filter.</p>
Launch > Custom Actions	Opens the Custom Actions menu from which you can select a custom action from a list of those configured for the CI type associated with the selected event.
Launch > Run Books	Opens the Run Books menu from which you can select a Run Book from a list of those configured for the CI type associated with the selected event.
Launch >	Only available when multiple events are selected. Opens the Run Tool wizard which

UI Element (A-Z)	Description
Tool	you use to select a tool from a list of those configured for the CI type associated with the selected events.
Launch > Tools	Opens the Tools menu from which you can select a tool from a list of those configured for the CI type associated with the selected event.
Recalculate Priority	Manually recalculates the priorities for selected events in the Event Browser. If the Business Criticality was changed for one or more CIs related to events in the Event Browser, a recalculation assigns new priority values for these events.
Select All	Selects all events displayed in the Event Browser. Note: You can copy the details of any selected events to the clipboard by using the key combination CTRL + C . Use CTRL + V to paste to the target location. The information available in the Event Browser is copied in the order that it is displayed. If expected information is missing, check that the associated column is configured to be displayed in the Event Browser.
Show > Application Summary Report	If available, the Application Summary report is displayed for the selected event created by BPM.
Show > BPM Performance Analysis Report	If available, the BPM Performance Analysis report is displayed for the selected event created by BPM.
Show > BPM Triage Report	If available, the BPM Triage report is displayed for the selected event created by BPM.
Show > Business Service Impact For Related CI	Opens a new window and displays the Business Service Impact for CI associated with the selected event.
Show > Changes For Related CI	Displays information about the most recent changes to the CI related to the selected event. Data can also be displayed for the child CIs which have an Impact relationship with the selected CI. If you clear the Show data for child CIs check box, data is only shown for the selected CI. By default, actual changes and incidents are shown for the past week. The requests










UI Element (A-Z)	Description
	for change area shows the changes planned during the previous week, and those that are planned for the coming week.
Show > Closed Events (Node)	<p>Displays the Closed Events Browser with closed events that are associated with the host system where the selected event occurred.</p> <p>Click the  Hide Closed Events button to return to the Event Browser.</p>
Show > Closed Events (Related CI)	<p>Opens the Closed Events Browser Configuration dialog box in which you can configure a filter for the closed events that you want to see. The Closed Events Browser displays the closed events that are associated with the CI related to the selected event. See also "View closed events" on page 55.</p> <p>Tip: To include the child CIs of the selected closed event's related CI, make sure the following prerequisites are met:</p> <ul style="list-style-type: none"> • The Event Browser option Include child CIs in CI filter is selected. See "Configure the Event Browser" on page 43. • A view in the View Explorer is selected. Only child CIs in the currently selected view are considered in the filter. If no view is selected, the Include child CIs in CI filter option has no effect. <p>Click the  Hide Closed Events button to return to the Event Browser.</p>
Show > Event Details	Opens the event details for an event in a pop-up window and displays all available information about the event.
Show > Event in Source Manager	Opens the event in the source manager user interface.
Show > External Details	Opens the event in the external application that is responsible for managing the event.
Show > Filtered Browser (Node)	Displays only events that concern the Node CI to which the selected event is related.
Show > Filtered Browser (Related CI)	<p>Opens a new Event Browser window that displays events associated with the selected CI only.</p> <p>Tip: To include the child CIs of the selected event's related CI, make sure the</p>





UI Element (A-Z)	Description
	<p>following prerequisites are met:</p> <ul style="list-style-type: none"> • The Event Browser option Include child CIs in CI filter is selected. See "Configure the Event Browser" on page 43. • A view in the View Explorer is selected. Only child CIs in the currently selected view are considered in the filter. If no view is selected, the Include child CIs in CI filter option has no effect.
Show > Performance Dashboard (CI)	If available, displays performance dashboards for the selected CI in a new window.
Show > RUM Event Summary Report	If available, the RUM Event Summary report is displayed for the selected event created by RUM.
Show > RUM Performance Analysis Report	If available, the RUM Performance Analysis report is displayed for the selected event created by RUM.
Show > RUM Triage Report	If available, the RUM Triage report is displayed for the selected event created by RUM.
Show > Source Manager Policies	Opens the event in the Policy Management OpsCx user interface.
Show > Related Events	Opens the Related Events tab of the Event Details dialog box which indicates the relationship of the selected event to other events. The information displayed is the same as that available in the event details pane.
Transfer Control to	Forwards the selected event to a configured external manager application. Used when the operator is not able to solve the problem and needs to escalate the issue, for example, create a Service Manager incident. The external manager can be configured to return an incident ID to OMi as forwarding information.

Event Browser Columns











The following table lists the columns that are included in the Event Browser pane. For a short

explanation of the column content, check the tooltip.

UI Element (A-Z)	Description
	<ul style="list-style-type: none"> • Select All Events/Clear All Event Selection: Click to select or clear all event check boxes. If there is a partial selection and you clear the Event Browser header check box, all check boxes will be cleared. For more information on selection check boxes, see "Configure the Event Browser" on page 43.
A	<p>Automatic Action: Indicates if an automatic action is attached to the event and describes its status using the following icons:</p> <ul style="list-style-type: none">  — Not run automatic action available for event  — Automatic action is running  — Automatic action executed successfully  — Automatic action failed to execute successfully
C	<p>Correlation: Indicates if the event has any related events that are hidden as a result of a correlation. The following icons indicate the event's position in a chain of events:</p> <ul style="list-style-type: none">  — Event is a <i>cause</i> in a correlation  — Event is a <i>cause</i> in one correlation and a <i>symptom</i> in another  — Event is a <i>symptom</i> in a correlation <p>For details about correlated events, see "Related Events" on page 76.</p>
D	<p>Duplicate Count: Indicates how many duplicate events exist (for example, 2 or 3).</p>
I	<p>Instructions: Indicates if the event contains any Instructions.</p> <p>Instructions are configured in the policy that generates the event and might include, for example, details describing automatic and operator-initiated actions, or manual steps to follow for problem resolution.</p>
N	<p>Annotations: Indicates if the event contains any annotations. Annotations are comments or observations relating to the associated (or a similar) event. The following icon indicates the presence of annotations:</p> <ul style="list-style-type: none">  — Event has annotations <p>For more information about annotations, see "Annotations" on page 70.</p>
O	<p>Owned in HPOM: Indicates whether the event is owned by a user in OM (Y). If the event is owned by an OM user, the user name is displayed with the prefix OM:, for example, OM:Database Operator in the User field (Event Browser and General tab).</p>
R	<p>Received in Downtime: Event received from a CI during a time period when the CI</p>

UI Element (A-Z)	Description
	was in downtime (scheduled to not be available).
T	Control Transferred: Indicates if the responsibility for the associated event was transferred to an external manager.
U	<p>User Action: Indicates if a user action is attached to the event and describes its status using the following icons:</p> <p> — Not run user action available for event</p> <p> — User action is running</p> <p> — User action executed successfully</p> <p> — User action failed to execute successfully</p>
Application	Application: Application that caused the event to occur.
Category	Category: Name of the logical group to which the event belongs (for example, Database, Security, or Network). An event category is similar in concept to a message group in OM.
CI Hint	CI Hint: Information that helps to resolve the related CI, for example, Service name in OM event.
CI Type	CI Type: Configuration item type associated with the event.
Company	Company: A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management - Custom Attribute Settings).
Core ID	Core ID: Host system where the event occurred.
Customer	Customer: A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management - Custom Attribute Settings).
Description	Description: Optional information about the event in addition to the event's original title and the text captured from the event source.
ETI	<p>Event Type Indicator: Display name of the event type indicator (ETI) reported by the selected event and the current value, (for example, <code>Web application state: Slow</code>).</p> <p><code>WebAppState</code> is the name of the event type indicator. The corresponding label is <code>Web application state</code>, which is shown in the General tab. The level of the current ETI value is <code>Slow</code>.</p>


UI Element (A-Z)	Description
	If event type indicators are assigned (see the Source Info tab) but are not being resolved (event type indicator field in General tab is empty), the configuration must be corrected.
Event Age	Event Age: Displays the time elapsed since the event was created. The event age is updated when the data in the Event Browser is automatically synchronized with the database every minute or when the Event Browser is manually refreshed.
External ID	External ID: ID of the event assigned by the external manager.
Group	Assigned Group: Name of the group to which the selected event is assigned.
ID	ID: ID of the event. Same as the ID of the message in OM if it is forwarded to OMi.
Manager	Manager: A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management - Custom Attribute Settings).
Node	Node: Host system where the event occurred. The link opens the CI Properties dialog box of the CI.
Node Hint	Node Hint: Information used to identify node CI. For example, the hostname in OM used to find host in the RTSM: <ul style="list-style-type: none"> • DNS name of the originating server. • Node ID of the originating server.
Object	Object: Device such as a computer, printer, or modem.
Originating Server	Originating Server: Management server that initially forwarded the original event along the chain of servers configured in a flexible management environment.
Prio	Priority: Priority assigned to the selected event (for example, Low, Medium, or High).
Region	Region: A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management - Custom Attribute Settings).
Related CI	Name of the impaired configuration item where the event occurred. If the Related CI includes a subcomponent, it is displayed as follows: Related CI: Subcomponent. For example, Server1: CPU1.
Related CI Hint	Related CI Hint: Event information used to identify the CI related to the event.
Sending	Sending Server: Last server in the OM flexible management chain that forwarded

UI Element (A-Z)	Description
Server	the event to OMi.
Sev	<p>Severity: Severity assigned to the selected event. Usually, this is the same as the severity status of the original event, for example, received from OM. The following icons indicate event severity status:</p> <ul style="list-style-type: none">  — Critical  — Major  — Minor  — Warning  — Normal  — Unknown <p>Note: You can also configure the Event Browser to apply a background color to the event that represents the severity of the event. For details, see "Configure the Event Browser" on page 43.</p>
Solution	Solution: Text field used to document solutions to help operators solve the problem indicated by the event.
Source CI	Source CI: Node where the monitoring agent or probe is running that generated the selected event.
Source CI Hint	Source CI Hint: Information used to identify the source CI.
State	<p>Lifecycle State: Point in the event lifecycle that the selected event has reached:</p> <ul style="list-style-type: none">  — Open  — In Progress  — Resolved  — Closed <p>To change an event's lifecycle status, select the event, and select one of the status buttons above the event list or use the context menu options. User authorizations control the permissions to change lifecycle states.</p>
Subcategory	Subcategory: Name of the logical subgroup (category) to which the event belongs (for example, Oracle (database), Accounts (security), or Routers (network)).

UI Element (A-Z)	Description
Time Created	Time Created: Date and time when the event was created.
Time First Received	Time First Received: Date and time when OMi first received notification of the event.
Time Received	Time Received: Date and time when the (last duplicate) event was received.
Time State Changed	Time Lifecycle State Changed: Date and time when the last lifecycle state change took place.
Title	Title: Brief summary of the event.
Type	Type: Type of message in OM. String used to organize different types of events within an event category or subcategory.
User	Assigned User: Name of the network user who is responsible for solving the event's underlying problem. For example, if the event is owned by an OMi user, the user name is displayed. If the event is owned by an OM user, the user name is displayed with the prefix OM: , for example, OM:Database Operator.

Closed Events Browser

You can view a list of closed events based on the specified search criteria, either for all closed events or for a selected CI. All Event Browser actions relevant to closed events can be accessed from the Closed Events Browser. In addition, you can view the active events along with the closed events.

To access	Workspaces > Operations Console > <select a perspective> Then click the  Show Closed Events button.
Important information	The maximum number of events that can be displayed in the Closed Events Browser can be configured in the Infrastructure Settings Manager.
Relevant tasks	For more information about viewing closed events, see "View closed events" on page 55 .

Keyboard shortcuts

You can use keyboard and/or mouse shortcuts to facilitate working with the Event Browser (HTML) component. You can use these shortcuts to interact with events.

With focus on a certain event, you can use the following keyboard and/or mouse shortcuts:

Keyboard and/or mouse shortcut	Description
Arrow keys (Up Arrow or Down Arrow)	Move to the next or previous event and select it.
Click	Select an event.
Ctrl+A	Select all events.
Ctrl+click on a selected event	Deselect the event.
Ctrl+click on an unselected event	Add an event to the existing selection.
Ctrl+Shift+Home or End	Extend the current selection to the beginning or end of the event list.
Ctrl+Shift+click	Select a block of events from the focused event until the current target. Previously selected events are kept.
Ctrl+Spacebar or Ctrl+click	Select or unselect the focused event.
Ctrl+Up Arrow or Down Arrow	Move focus to the previous or next event.
Shift+Home or End	Go to the very beginning or end of the displayed events and select them.
Shift+Spacebar or Shift+click on an unselected event	Select events from the last focused event until the current target.
Shift+Spacebar or Shift+click on an event within a selected block	Unselect events until the current target.
Shift+Up Arrow or Down Arrow	Expand your selection by one row up or down.
Spacebar	Select the focused event.

Troubleshooting

Event Browser does not Reconnect After Lost Server Connection is Restored

If the connection to the server is lost, the Event Browser automatically retries the connection 10 times with an interval of 5 seconds. If the connection cannot be restored automatically, a manual option is provided. If the manual option is also not successful, open an alternative OMi UI and then return to the Event Browser, for example:

Workspaces > Operations Console > <select a perspective>

Event Browser Status Bar Summary is Incorrect

If the Event Browser is in purge mode and a message storm is currently being experienced, the Event Browser status bar may show a summary such as "*Items: 32000 of 30000*".

The second number is the total number of events that you are allowed to see. This number is calculated on the server and always reflects the correct number, whether in purge mode or not.

The first number is the number of events that are currently in the browser. This number can be higher than the real total number of events because the Event Browser is fully loaded adding new events during the event storm and has not removed the purged events.

Shortly after the event storm is over, the displayed values should be aligned again.

OM for Windows User Names are Truncated When Messages are Forwarded

By default OM for Windows has the `OM for UNIX compatibility mode` enabled (`true`) in the Server-based Flexible Management configuration. This leads to the truncating of the user names.

Change the `OM for UNIX compatibility mode` setting to `false` in the Server-based Flexible Management namespace in the `Generic Server Configuration` tab.

Configure the Event Browser

You can configure the Event Browser to display only the details that you are interested in. For example, you can add and remove columns, customize additional tabs, and configure filters to change and improve the way in which data displays.

All changes you make to the Event Browser layout are automatically saved to your user account. The next time you log on, the Event Browser displays the latest events in accordance with the way you configured the Event Browser. For example, the last selected view is selected and reopened.

To access

Click  **Browser Options** in the Event Browser.

Tasks

How to Configure the Event Browser

1. On the **Columns** tab, select the columns to display in the Event Browser and click the add ➔ button to include them in the **Display these columns** box.

For a description of the available columns, see ["Columns" on page 113](#).

2. Select from the **Display these columns** box any columns that you do not want to display and click the remove ⬅ button.
3. Select column names and rearrange their display positions by use of the ⬆ and ⬇ buttons.

The first column item in the list is displayed as the first column in the Event Browser. Subsequent column items are placed progressively to the right in the order of their appearance in the Display these columns list.

Alternatively, to select the default columns for display in the Event Browser, click **Reset to defaults**.

4. On the **Other** tab, configure any of the following additional options:
 - **Play sound notification for new events.** Enables sound notification for new events.
 - **Compact view for events: Minimize height of rows and smaller font size.** Enables the compact view for events displayed in the Event Browser. The height of rows is minimized and the text size is decreased. Use this option if you want more events to be displayed at once.
 - **Include child CIs in CI filter.** Enables filtering events by the selected CI and any of its child CIs.
 - **Show selection check boxes.** Adds a check box next to each event that enables selecting and clearing the selection of multiple blocks of events. Selection check boxes also enable the following functionality:
 - Hold down the **Shift** key while clicking the right mouse button to extend the last action (select or clear check box) from the last clicked event to the current clicked event. For example, if you select or clear a check box and hold down the **Shift** key while selecting or clearing another event, all events in between will be selected or cleared.
 - Click the check box in the event browser columns header to select or clear all check boxes.

If there is a partial selection and you clear the header check box, all check boxes will be cleared.

- Click an event row (not the check box) to clear other selections and select this event only.
- **Color event background in accordance with the event's severity.** Applies a colored event background that represents the severity of the event in the Event Browser. Event background coloring includes the following options:
 - **All events.** All events displayed in the Event Browser are colored in accordance with the severity of the event.
 - **Only events assigned to current user.** Events assigned to the active user are colored in accordance with the severity of the event. All other events are identified with the default light background.
 - **Only unassigned events.** Events not assigned to the current user are colored in accordance with the severity of the event. Events assigned to the active user are identified with a light pink colored background. Events assigned to any other users are identified with a light yellow colored background.


Note: The event browser option **Compact view for events** is not available for configuration by administrators because it is a user-specific setting.

5. Click **OK**.

Filter by views and view-based authorization

You can limit the set of events displayed in the Event Browser by using views. By selecting one of the available views from the View Selector, you display a subset of the available events filtered to include only the events with related CIs included in the view. The View Selector displays only views for which you have permissions.

On the first load of the Event Browser no view is selected. However, if you have selected a view, it is reapplied when you reopen this Event Browser instance. The setting is independently stored for each Event Browser instance.

Tip: Use the **Show Events Assigned to Me**  icon to display all events assigned to the current user in the Event Browser. Any applied filters and views are deactivated. Repeated selection toggles between displaying the events assigned to the current user and displaying the events filtered by the last selected filter and view.

For more information about views, see ["Define and manage views" on page 147](#).

View Permissions

- **Assigning views to roles.** It is possible to limit which views a user is allowed to use. By restricting access to specified views for a role, it is also possible to control which events a user is allowed to see.

For details, see the *OMi Administration Guide*.

- **Permission to clear view filter.** A permission in the Operations Console > Event Browser resource can be set to allow the user to clear the view filter and see all events. Users without this permission will only be able to see events that are related to CIs that are contained in the selected view.

For details, see the *OMi Administration Guide*.

- **Locked views.** It is possible to disable the View Selector in the Event Browser by configuring a My Workspace Event Browser page with a preselected view. The user will only be able to see the events associated with the preselected view.

For details, see the *OMi Administration Guide*.

Assign an event to a user or user Group

The Event Browser shows you to which user and group an event is assigned for investigation and resolution. If the event is not yet assigned, you can assign it from the General tab in the Event Details pane.

You can restrict user access to events on the basis of event categories. For example, some users can be restricted to view and work on events belonging to the category Database only. Other users are given access to events that belong to the category System only.

Learn More

Event Categories

Event categories are logical groups of events with some similarities (for example, belonging to the same problem area). Event categories help simplify the process of deciding to which user or user group an event type should be assigned for investigation.

The Event Browser displays the category to which a selected event belongs (for example, Storage, Database (DB), System, or WebApp (Web Application)).

Note: To display the contents of the Event Browser according to event category, include Category as an Event Browser column option and then select the Category column header to sort alphabetically.

Assignment of Events to Users

You can also configure rules to automatically assign incoming events to available user groups. Automatic assigning of events to user groups responsible for solving these events significantly improves the efficiency of event management. Each event is assigned to an appropriate user group as soon as it is received. All operators in a user group are permitted to work on those events assigned to that user group. For detailed information, see the *OMi Administration Guide*.


Note: To display the contents of the Event Browser according to the user assigned to the event, select the User or Group column header. To define users and user groups, choose the following menu option:

Administration > Users > Users, Groups, and Roles

Alternatively, click [Users, Groups, and Roles](#).

Tasks


How to Assign an Event to a User or User Group

1. Open the Event Browser to display the list of known events:
Workspaces > Operations Console > <select a perspective>
2. From the Event Browser pane, select the event that you want to assign to a user.
3. Open the Event Assignment dialog box in one of the following ways:
 - In the Event Browser pane, click the **Assign To**  button.
 - Right-click the event and select **Assign To** from the context menu.
4. In the Assigned Group box, use the menu to select the user group to which you want to assign the

selected event (for example, **Database Experts** or **Application Server Operators**).

5. In the Assigned User box, use the menu to select the user to whom you want to assign the selected event.

The users displayed in the menu are filtered according to the user group selected in the previous step.

Note: Alternatively, in the **General** tab of the Event Details pane, select the user and group from the Assigned Group and the Assigned User boxes and click the  **Save** button.

6. Click **OK**.

Relate events manually

You manually relate selected events in the Event Browser by assigning one event as a cause event. All other related events become symptom events.

To access

In the Event Browser, select the events that you want to relate, right-click one of these events, and select **Relate Events** from the context menu.

Tasks

How to Manually Relate an Event

1. In the Event Browser, select the events that you want to relate.
2. Right-click one of these events and select **Relate Events** from the context menu. The Relate Events dialog box opens.
3. Select one of the events as the cause event. All other events are symptoms of the selected cause event.

Check if the event has any related events that are hidden as a result of a correlation rule. The following icons indicate the event's position in a chain of events:

- — Event is a *cause* in a correlation rule
- ■ — Event is a *cause* in one correlation rule and a *symptom* in another
- ■ — Event is a *symptom* in a correlation rule

For details about correlated events, see ["Related Events" on page 76](#).

4. *Optional.* Manually related events can also be used as the basis for automatically generating a correlation rule. If you also want to create a correlation rule based on the current relationship, select the check box **Open correlation rule wizard**. For details about creating a correlation rule using the Correlation Rule Generator, see [How to Create Correlation Rules from Manually-Related Events](#).
5. Click **OK**.

Create correlation rules from manually-related events

Manually-related events can also be used as the basis for creating new or enhancing existing correlation rules. From the Event Browser, you need to identify related events, select a cause event, relate them manually, and choose to create a correlation rule to reflect this relationship.

The Correlation Rule Generator wizard requires that the events being used to generate a new rule include a Related CI.

Note: If related ETIs and their values are not available, you can define indicator mapping rules to set indicator states (see the *OMi Administration Guide*), and create a correlation rule for this case. You must also modify and redeploy the event forwarding policy that created the event in OM to provide a suitable ETI and value for this type of event. Next time such an event is received, an ETI is included, and the associated correlation rule is triggered.

For more information about correlation rules, see the *OMi Administration Guide*.

To access

In the Event Browser, select the events that you want to relate, right-click one of these events, and select **Relate Events** from the context menu. Select one of the events as the cause event and then select **Open correlation rule wizard**.

Tasks

How to Create Correlation Rules from Manually-Related Events

1. Open the Event Browser to display the list of known events:

Workspaces > Operations Console > <select a perspective>


2. In the Event Browser, select the events that you want to relate. You can select a maximum of 10 events.

3. Right-click one of these events and select **Relate Events** from the context menu.

The **Relate Events** dialog box opens.

4. Select one of the events as the cause event. All other events are symptoms of the selected cause event.

5. Select **Open correlation rule wizard** and click **OK**. The **Correlation Rule Generator** dialog box opens.

6. Click  **Use as Cause**. All rules with the selected cause are displayed.

7. From the **Select Events for Creating or Enhancing a Correlation Rule** section, select additional events that are to be included in the correlation rule.

The list of possible rules that can be enhanced is dependent on the CI Type of the cause event selected.

8. Click **Create** to create a correlation rule based on the specified cause and symptom events, or select an existing correlation rule and click **Enhance**.

The **Rule Properties** page opens.

9. Specify the properties for a new correlation rule or make the appropriate changes to the existing correlation rule.

10. *Optional.* If you want the correlation rule to be enabled immediately, click **Active**.

11. *Optional.* Select an alternative time window for this correlation rule. This defines time period used to correlate events with an existing event. An event received after the time period is past is not be correlated with the original event. An alternative time window overrides the global default set in the Infrastructure Settings Manager page for Operations Management.

12. Click **Next**. The **Rule Details** page opens.
13. *Optional*. You can select nodes from a graph and can add additional ETIs to the rule.
14. Click **Finish** to create the new correlation rule or modify the existing one.





UI Reference

This section includes:

- ["Selected Events / Select Rules Page" below](#)
- ["Rule Properties Page" on the next page](#)
- ["Rule Details Page" on page 53](#)

Selected Events / Select Rules Page

The Correlation Rule Generator dialog box displays the UI elements listed in the following table.

UI Element (A-Z)	Description
	Use as Cause: Selects the event to be used as the cause event.
	Open Event Details: Opens the event details for the selected event in a pop-up window.
	Select All Events: Selects all events in the Select Events pane.
	Unselect All Event: Clears all events in the Select Events pane.
Create	Enables the creation of a new correlation rule based on the selected events.
CI Type	Configuration item type associated with the event.
Description	Brief description of the correlation rule.
Enhance	If valid, enables the selection of an existing correlation rule to be modified.
Event Title	Title of the selected event.
Include	Enables you to select or clear events from the available list.
Indicator	Indicator associated with the event.

UI Element (A-Z)	Description
Indicator State	State of the indicator associated with the event.
Name	<p>Internal name of the selected correlation rule.</p> <p>Automatically generated from the Display Name value. The first character must be a letter (A-Z, a-z) or an underscore (_). All other characters can be a letter (A-Z, a-z), a number (0-9), or an underscore (_). Can be manually overwritten.</p> <p>Note: May be disabled for certain locales (for example ja_JP, zh_CN, ko_KR).</p>
Selected Events for Creating or Enhancing	Events that you selected to be the symptoms of the cause event on which the correlation rule is based.
Use as Cause	Event that you selected to be the cause event on which the correlation rule is to be based.







Rule Properties Page






The Rule Properties page displays the UI elements listed in the following table.

UI Element (A-Z)	Description
Active	Used to enable or disable the rule during runtime. By default it is disabled.
Description	Brief description of the correlation rule.
Display Name	Display name of the selected correlation rule used in the graphical user interface.
Name	<p>Internal name of the selected correlation rule.</p> <p>Automatically generated from the Display Name value. The first character must be a letter (A-Z, a-z) or an underscore (_). All other characters can be a letter (A-Z, a-z), a number (0-9), or an underscore (_). Can be manually overwritten.</p> <p>Note: May be disabled for certain locales (for example ja_JP, zh_CN, ko_KR).</p>
Time Window	<p>Specifies a specific time period for the selected correlation rule. By default it is not enabled and the global value is used. 0 seconds also mean it is not enabled and the global setting is used.</p> <p>The range is from 0 to 9999 seconds.</p>

Rule Details Page

The Rule Details page displays the UI elements listed in the following table.

UI Element (A-Z)	Description
	Binds one or more symptoms to the cause by taking the shortest path. All other bindings are removed.
	Displays details of the selected CI type, including indicators and values.
Rule Topology Pane	
<Dark Blue background>	Symptom CI type.
<Light Blue background>	Not cause or symptom CI type, but CI type is part of rule topology.
<Orange background>	Cause CI type.
<Pink frame>	Selected CI type.
<No background color>	CI type is not part of the rule.
	Indicates that the configuration item type has an indicator state that is configured as a symptom in the selected correlation rule.
	Indicates that the configuration item type has an indicator state that is configured as a cause in the selected correlation rule.
	Adds the highlighted link (constraint) to the correlation rule. Adding a link enables the path between the linked objects in the context of the correlation rule, which is a requirement for topology-based event correlation. It does not change the RTSM view model in any way.
	Removes the highlighted link (constraint) from the correlation rule you are editing. The link between the two objects is no longer recognized in the context of the correlation rule, and any rule that relies on this link no longer works. Removing a link from a correlation rule does not change the RTSM view model in any way.
Layout	Selects alternative ways of viewing the Rule Topology diagram. There are three options to choose from: Hierarchical, Circular, and Concentric Radial.
Levels	Selects the depth of topology levels displayed in the Rule Topology diagram.

UI Element (A-Z)	Description
Zoom	Controls the size of the displayed Rule Topology diagram.
Symptoms and Causes Pane	
	Delete Item: Deletes the selected indicator from the list of indicators included in the correlation rule as either a symptom or a cause.
CI Type	Name of the configuration item type to which the listed indicator is assigned.
Indicator	Name of the indicator referenced in the selected correlation rule.
Indicator State	Name of the indicator state referenced in the selected correlation rule.
Type	Indicates if the indicator is defined as a symptom or a cause in the selected correlation rule.
Indicators Pane	
	Refreshes the contents of the Indicators list. Use if new indicators becomes available while you are working.
	Group Indicator by Type: Toggles between a list containing all indicators and a list divided into health indicators and event type indicators.
	Add as a Cause: Sets the selected indicator state as a cause for the configuration item type selected in the Rule Topology pane.
	Add as a Symptom: Adds the selected indicator state as a symptom for the configuration item type selected in the Rule Topology pane.

Launch Operations Orchestration Run Books

If you are using Operations Orchestration (OO) to automate operator tasks for analyzing or fixing problems, these OO Run Books can be mapped to CI Types within OMi.

Learn More

Operations Orchestration Run Books

Run Books can be started from events (shortcut menu). The CIs related to the event define which of

the available flows are suitable. When you launch a Run Book from an event, appropriate flow parameters are automatically acquired from the CI or event itself.

Note: When integrating Run Books from OO, you must specify for which CI types each Run Book is valid and define which event attributes can be used as Run Book input parameters.

If a Run Book input parameter is mapped to a CI attribute and an event attribute, the event attribute takes precedence (if launched from events).

Tasks

How to Launch an Operations Orchestration Run Book

1. Open the Event Browser to display the list of known events:

Workspaces > Operations Console > <select a perspective>

2. Select the Run Book that you want to run on an event:

Right-click **Launch > Run Books > <select a Run Book>**

The selected Run Book is launched in the context of the event or the CI associated with the selected event.

Note: The context menu item is only visible if the logged-on user has permission to execute Run Books. You can set permissions in Users, Groups, and Roles:

Administration > Users > Users, Groups, and Roles

Alternatively, click [Users, Groups, and Roles](#).

You can find the relevant categories that apply to Run Books in the Permissions Reference section.

View closed events

You can view a list of closed events based on the specified search criteria. This information can help you better understand long-standing problems. In addition, you can view the active events along with the closed events.

From the Closed Events Browser, you can change the lifecycle state of any displayed event, for example, to Open.

To access

In the Event Browser, click  **Show Closed Events**.

Learn More

Closed Events

The Closed Events Browser shows a snapshot of closed events available at the time of opening it. Reopened events are automatically removed from the Closed Events Browser. However, events that are closed after the opening of the Closed Events Browser are not automatically added to the current Closed Events Browser. A refresh is required. The time stamp when the snapshot was taken is displayed in the Closed Events Browser.

You can create filters to help you identify specific events, for example, to select a particular CI.

Closed events can be manually removed from the database. Use the **opr-archive-events** tool to delete closed events from the database and add them to an archive file. For details, see the *OMi Developer Guide*.

Closed events can also be archived automatically.

The maximum number of events that can be displayed in the Closed Events Browser can be configured in the Infrastructure Settings.

Tasks

This section includes:

- ["How to View Closed Events" on the next page](#)
- ["How to View Active Events Along with Closed Events" on page 58](#)
- ["How to View the Closed Event History of a CI or Node" on page 58](#)

How to View Closed Events

1. In the Closed Events Browser Configuration dialog box, select whether to base filtering on the time when the event was received or when the lifecycle state was changed to closed.
2. Specify the time period for which you want to display history. Select a predefined period:
 - **Last hour**
 - **Last 24 hours**
 - **Last 3 days**
 - **Last 7 days**
 - **Last 14 days**

Alternatively, select **Select a custom range**, specify a custom time range, and click **Apply**.

3. *Optional.* Select an event filter from the list to further reduce the number of events in the selected range.

Note: The following warning indicates that the selected event filter cannot be used with closed events, for example because it contains matches or not matches operators:

The selected filter cannot be applied to closed events.

To create another filter or modify an existing one, click the Browse (...) button, which opens the Manage Event Filters side panel. For information about filters, see ["Event Filters" on page 87](#).

4. The number of closed events in the selected range is displayed at the bottom of the Closed Events Browser Configuration dialog box.

Click **OK** to close the dialog box and display the Closed Events Browser containing the closed events that match the specified time period and filter.

To change the time period, click **Reconfigure** in the Closed Events Browser and modify your selections in the Closed Events Browser Configuration dialog box.

To clear or change the event filter, select **<No Filter>** or another filter from the event filter drop-down list.

Tip: Click the  **Hide Closed Events** button to return to the Event Browser.

How to View Active Events Along with Closed Events

To display active events along with closed events in the Closed Events Browser, follow these steps:

1. In the Closed Events Browser Configuration dialog box, select **Received** from the drop-down list so that filtering is based on the time when the event was received.
2. Select the **Include active events** check box.
3. Specify the time period for which you want to display history.
4. *Optional.* Select an event filter from the drop-down list to further reduce the number of events in the selected range.

The number of closed and active events in the selected range is displayed at the bottom of the Closed Events Browser Configuration dialog box.

5. Click **OK** to close the dialog box and display the Closed Events Browser containing the closed and active events that match the specified time period and filter.

How to View the Closed Event History of a CI or Node

In this task, you display a Closed Events Browser window containing all closed events associated with the related CI or node of a current event over a selected time period.

1. Open the Event Browser to display the list of events:
Workspaces > Operations Console > <select a perspective>
2. *Optional.* To include the child CIs of the selected closed event's related CI, make sure the following prerequisites are met:
 - The Event Browser option **Include child CIs in CI filter** is selected. See "[Configure the Event Browser](#)" on page 43.
 - A view in the View Explorer is selected. See "[View Explorer Component](#)" on page 210.
Only child CIs in the currently selected view are considered in the filter. If no view is selected, the **Include child CIs in CI filter** option has no effect.
3. Right-click the event for which you want to see the event history and select from the context menu:
 - **Show > Closed Events (Node)** for closed events that are associated with the host system where the selected event occurred.

- **Show > Closed Events (Related CI)** for closed events that are associated with the CI related to the selected event.
4. In the Closed Events Browser Configuration dialog box, specify the time period for which you want to display history.

Click **OK** to close the dialog box and display the Closed Events Browser containing the closed events that match the specified time period and filter.

For more information on working with the Closed Events Browser Configuration dialog box, see ["How to View Closed Events" on page 57](#).

Alternatively, right-click one or more selected CIs in the View Explorer and select **Show > Closed Events**. The Closed Events Browser displays all events that are associated with one of the selected CIs or nodes.

Export event data

You can export the contents of the Event Browser to an external file. The supported formats include Microsoft Excel and comma-separated value (.csv) lists. It is possible to export the information selected for display in the Event Browser (default), a subset of this information or any combination of available attributes.

Note: Alternatively, you can copy the details of any selected events to the clipboard by using the key combination **CTRL + C**. Use **CTRL + V** to paste to the target location. The information available in the Event Browser is copied in the order that it is displayed. If expected information is missing, check that the associated column is configured to be displayed in the Event Browser.


To access

Click  **Export Events List** in the Event Browser.


Tasks

How to Export the Contents of the Event Browser


1. *Optional.* Filter the event browser to display only the events that you want to export.


2. In the Event Browser, click  **Export Events List**.

The Export Event List dialog box opens.

3. On the **Available columns** tab, select the attribute columns to export and click the **add**  button to include them in the **Export these columns** box.

Use the **add all**  button to include all columns in the **Export these columns** box.

4. Select from the **Export these columns** box any columns that you do not want to export and click the **remove**  button.

Use the **remove all**  button to remove all columns from the **Export these columns** box.

5. Select column names and rearrange their export order by use of the **up**  and **down**  buttons.

The first column item in the list is displayed as the first column in the exported file. Subsequent column items are placed progressively to the right in the order of their appearance in the **Export these columns** list.

Alternatively, to select the default columns for export, click **Reset to defaults**.

6. From the **File format** list, select the format of the export file to be created:

- Comma-separated values (.csv)

Note: The content of the exported event list in .csv format is separated by semicolons.

- Microsoft Excel 2007 Workbook (.xlsx)
- Microsoft Excel 97-2003 Workbook (.xls)

7. Click **OK**.

8. Enter a name and select a location for the export file and click **Save**.

Note: If you export the contents of the Event Browser with non-ASCII characters by using

the comma separated values (.csv) format and open it directly in Microsoft Excel, the characters may be unreadable.

As the file is UTF-8 encoded, it can be read by Microsoft Excel by using one of the following methods:

- Import the file into Excel with UTF-8 character set:
Data > Import External Data > Import Data
Text Files, 65001 encoding (UTF-8)
- Open the csv-format file with Notepad and save it with UTF-8 encoding.

Event Details

The Event Details pane displays information on the selected event.

This section covers information on the following Event Details pane tabs:

- ["General" below](#)
- ["Additional Info" on page 65](#)
- ["Source Info" on page 67](#)
- ["Actions" on page 68](#)
- ["Annotations" on page 70](#)
- ["Custom Attributes" on page 73](#)
- ["Related Events" on page 76](#)
- ["History" on page 79](#)
- ["Resolver Hints" on page 81](#)
- ["Instructions" on page 83](#)
- ["Forwarding" on page 84](#)

General

The General tab in the Event Details pane displays detailed information about the selected event including its origin, the time at which it was created, and who is responsible for resolving the problem to

which it relates. The values for Severity, Lifecycle State, Priority, Assigned Group, and Assigned User can be changed using the associated lists.

Note: If a field is empty, no information exists for the selected item.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **General** tab.

Learn More

General Event Details

The General tab in the Event Details pane displays the most commonly required information associated with a selected event. General event information includes the following details:

- **Severity:** Indication of the level of the problem assigned to the selected event. Usually, this is the same as the severity status of the original event received from OM.
- **Lifecycle State:** Point in the event lifecycle that the selected event has reached (Open, In Progress, Resolved or Closed).
- **Priority:** Importance assigned to the selected event (for example, Low, Medium, or High).
- **Location** in the network where the original problem occurred (read-only).
- **User** who is responsible for solving the problem.
- **Message text** in the Title field. This type of text field also supports URLs and hyperlinks.

Note: URLs that are part of an event title, description, or solution are rendered in the Event Browser as active links. URLs starting with `http://`, `https://`, `ftp://`, `fttps://`, and `mailto:` are supported.

Special characters in URLs must be escaped, for example:



`http://www.example.com/hello%20world`












The available information displayed in the General tab summarizes the most important information contained in the original event. A blank field indicates that no information is available. If you know that a



particular type of required information is not automatically available, you can use custom attributes to provide this information.

UI Reference

Event Details General Tab

UI Element (A-Z)	Description
	Save: Saves the changed values.
	Undo changes: Discards the changed values.
Assigned Group	Name of the group to which the selected event's assigned user belongs.
Assigned User	Name of the user who is responsible for solving the event's underlying problem. For example, if the event is owned by an OMi user, the user name is displayed. If the event is owned by an OM user, the user name is displayed with the prefix OM:, for example, OM:Database Operator.
Category	Name of the logical group to which the event belongs, (for example, Database, Security, or Network). The event category is similar in concept to the OM message group.
Control Transferred	Indicates if the responsibility for the associated event is escalated to a higher-level manager.
Duplicate Count	Number of duplicate events associated with the selected event.
Event Type Indicator	<p>Display name of the event type indicator (ETI) used to calculate the status reported by the selected event and the current value, (for example, Web application state:Slow).</p> <p>WebAppState is the name of the event type indicator. The corresponding label is Web application state, which is shown in the General tab. The level of the current ETI value is Slow.</p> <p>If event type indicators are assigned (see the Source Info tab) but are not being resolved (event type indicator field in General tab is empty), the configuration must be corrected.</p>
ID	ID of the selected event. The event reports an event that occurred in the operational environment.

UI Element (A-Z)	Description
Lifecycle State	<p>Point in the event lifecycle that the selected event has reached:</p> <ul style="list-style-type: none">  — Open  — In Progress  — Resolved  — Closed <p>To change an event's lifecycle status, select a lifecycle state from the list and click Save. User authorizations control the permissions to change lifecycle states.</p> <p>The following list shows correlation between the state used in the incoming message and the state used in OMI:</p> <ul style="list-style-type: none"> • Message = acknowledged; Lifecycle state = Resolved • Message = owned; Lifecycle state = In Progress • Message = neither acknowledged nor owned; Lifecycle state = Open
Node	<p>Host system where the event occurred. Use the link or  button to open the CI Properties dialog box of the CI.</p>
Priority	<p>The priority assigned to the selected event (for example, Low, Medium, or High).</p> <p>To change an event's priority, select a priority from the list and click Save.</p>
Related CI	<p>Name of the impaired configuration item where the event occurred. The link opens the CI properties in a pop up window.</p> <p>If the Related CI includes a subcomponent, it is displayed as follows: Related CI [additional info]: Subcomponent. For example, Server1[Windows]: CPU1.</p> <p>Use the link or  button to open the CI Properties dialog box of the CI.</p>
Severity	<p>Severity assigned to the selected event. Usually, this is the same as the severity status of the original event received from OMI. The following icons indicate event severity status:</p> <ul style="list-style-type: none">  — Critical  — Major  — Minor  — Warning  — Normal

UI Element (A-Z)	Description
	<p> — Unknown (Cannot change severity to Unknown).</p> <p>Note: You can also configure the Event Browser to apply a background color to the event that represents the severity of the event. For details, see "Configure the Event Browser" on page 43.</p>
Source CI	<p>Host system where the monitoring agent or probe is running that generated the selected event.</p> <p>Use the link or  button to open the CI Properties dialog box of the CI.</p>
Subcategory	<p>Name of the logical subgroup (category) to which the event belongs (for example, Oracle (database), Accounts (security), or Routers (network)).</p>
Time Created	<p>Date and time when the selected event was created.</p>
Time First Received	<p>Date and time when OMi first received notification of the selected event.</p>
Time Received	<p>Date and time when the selected event was received. (In case of duplicate events, the date and time the last duplicate event was received.)</p>
Time State Changed	<p>Date and time when the last lifecycle state change took place.</p>
Title	<p>Brief description of the nature of the selected event.</p>

Additional Info

The Additional Info tab in the Event Details pane displays more detailed information about the attributes of the selected event.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **Additional Info** tab.

Learn More



Additional Info

Additional event information includes the following details:

- Application name
- Object
- Key
- Close events with key
- Suppress deduplication flag
- Received during Downtime flag
- Description of the event
- Solution information for the event

UI Reference

Event Details Additional Info Tab

UI Element (A-Z)	Description
	Save: Saves the changed values.
	Undo changes: Discards the changed values.
Application	Application that caused the event to occur. Unlike the Related CI attribute in OMi, which is a direct relationship to a CI in the RTSM, the application attribute is a simple string-type attributes from OM. Examples of Application attributes are Oracle, and OS.
Close Events with	String used to automatically acknowledge duplicate events.

UI Element (A-Z)	Description
Key	
Description	Optional information about the original event in addition to the event's original title and the text captured from the event source.
Key	Key associated with the original OM event. It is an identifier used to identify the message policy. Used for duplicates and for Close Events with Key.
Object	Device such as a computer, printer, or modem. Unlike the Related CI attribute in OMi, which is a direct relationship to a CI in the RTSM, the object attribute is a simple string-type attribute from OM. Examples of Object attributes include <code>oraInst, C:, /dev/spool</code> .
Received in Downtime	Indicates whether an event was received from a CI during a time period when the CI was in downtime (scheduled to not be available).
Skip Duplicate Suppression	Indicates whether duplicate suppression is inactive. Stops automatic discarding of new events that are duplicates of the selected event. Attributes can be set to suppress deduplication of events.
Solution	Text field used to document solutions to help operators solve the problem indicated by the event.
Type	String used to organize different types of events within an event category or subcategory (for example, users or applications, accounts, and security).

Source Info

The Source Info tab of the Event Details pane displays an overview of the information relating to the identification of the source CI of the received event.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **Source Info** tab.

UI Reference

Event Details Source Info Tab

UI Element (A-Z)	Description
Match Information	Displays details of the policy that the event matched: <ul style="list-style-type: none">• Policy Name• Policy Type• Condition
Original Event	Displays details of the original event: <ul style="list-style-type: none">• Original ID — Unique ID assigned to the original OM message by the message policy that generated the message.• Original Data — Original event text as captured from Operations Agents before being formatted into an OM message. <p>Contains information about the original input before being normalized by Operations Agent policies into a message. Typically, the information available includes node name, message group, application, object, severity, and message text.</p>
Originating Server	Management server that forwarded the original OM event along the chain of servers configured in a flexible management environment: <ul style="list-style-type: none">• DNS Name of the forwarding management server• IP Address of the forwarding management server
Sending Server	Last server in the OM flexible management chain that forwarded the event to OMi: <ul style="list-style-type: none">• DNS Name of the last OM management server• IP Address of the OM management server

Actions

Events from OM received by OMi may contain event-related actions. Actions can be accessed in the Event Details pane or the Event Context Panel of the Event Browser. There are two types of possible actions: user actions and automatic action.

Click the Start button to run an action. The Stop button stops a running action from completing.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, click the Actions tab.

In the Event Browser (HTML), open the Event Details pane or the Event Context Panel of an event. Click User Actions or Automatic Actions.

Learn More

Actions

Actions can be started manually from any events which have actions associated with them. The actions can be used to help solve the problem that caused the event or inform about the existence of a problem, for example, by a notification.

The Event Browser displays an icon in the A column to indicate that an automatic action is available for the selected event. An icon in the U column indicates that a user action is available for the selected event. For more information about the icons used in the Event Browser, see ["Use the Event Browser \(HTML\)" on page 105](#).





Tasks

Related Tasks

- ["How to Run an Event-Related Action" on page 136](#)
- ["How to Launch a Custom Action" on page 137](#)

UI Reference

Event Details Actions Tab

UI Element (A-Z)	Description
Action	Action specification summary.
Node	Target system where the action can be run.
Start	Starts the action on the CI associated with the selected event.
Status	Describes the status of the available action. The following states are used:  — Action available for event  (spinning) — Action is running  — Action executed successfully  — Failed
Stop	Stops the current action.

Annotations

The Annotations tab in the Event Details pane displays a list of the annotations attached to the selected event. Annotations are comments and observations relating to the event that help the event owner understand what the underlying problems are and how to fix them. Click the Add button to add an annotation to the selected event.

Note: Annotations exceeding 101,298 characters are truncated in the Event Details pane.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, open the **Annotations** tab.

Learn More

Annotations

An annotation is a free-text attachment to the description of an event used to provide information that may be useful to solve the cause of this event. You can use the Annotations tab in the Event Details pane to add, view, and manage the annotations associated with an event. The annotations text field also supports URLs and hyperlinks (**Ctrl**+click).

The Event Browser displays icons in the annotations column N to indicate that annotations exist for a selected event. For more information about the icons used in the Event Browser, see "[Use the Event Browser \(HTML\)](#)" on page 105.

Tasks

This section includes:


- "[How to Add an Annotation to an Event](#)" below
- "[How to Add an Annotation to All Selected Events](#)" on the next page

How to Add an Annotation to an Event

1. Open the Event Browser to display the list of known events:


Workspaces > Operations Console > <select a perspective>

2. In the Event Browser, select an event.
3. From the Event Details pane, open the **Annotations** tab.

Click  **Add Annotation** from the Annotations toolbar to open the **Create New Annotation** dialog box.




4. Enter the information text.
5. Click **OK**.

How to Add an Annotation to All Selected Events

1. Open the Event Browser to display the list of known events:
Workspaces > Operations Console > <select a perspective>
2. In the Event Browser, select all the events to which you want to add this annotation.
3. Right-click one of the selected events and click  **Add Annotation** to open the **Create New Annotation** dialog box.
4. Enter the information text.
5. Click **OK**.

UI Reference

Event Details Annotations Tab

UI Element (A-Z)	Description
	Opens the Add Annotation dialog box. You can add annotation text in the Text field. Click OK to save the annotation.
	Opens the Modify Annotation dialog box. You can edit the annotation text in the Text field. Click OK to save the annotation.
	Opens the Delete Annotation dialog box. Click Yes to delete the annotation.
Text	Content text of the annotation.
Time Created	Date and time when the selected annotation was added to the event.
User	Name of the user who added the selected annotation to the event.

Custom Attributes

The Custom Attribute tab in the Event Details pane displays a list of the attributes that either an administrator or the responsible user manually configured and added to the selected event. Click the Add button to configure a custom attribute and add it to the selected event.

Note: To add or modify custom attributes, you must be logged on as a user with permissions to add, update, and delete custom attributes.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **Custom Attributes** tab.

Learn more

This section includes:

- ["Custom Attributes" below](#)
- ["Default Custom Attributes" on the next page](#)
- ["OM Trouble Ticket and Notification Flags" on the next page](#)

Custom Attributes

Custom attributes are additional information included in the original event forwarded by a monitoring application such as OM. For example, you can define custom attributes to attach the location of the problem element or contact details for the team assigned to troubleshoot the problem.

You can use the Custom Attributes tab in the Event Details pane to view and manage the custom attributes available for an event.

You can also add custom attributes as columns to the Event Browser. To do that, go to **Administration > Infrastructure Settings > Applications > Operations Management > Operations Management - Custom Attribute Settings** and add the name of the custom attribute to the **Available Custom Attributes** setting.

Default Custom Attributes

Some custom attributes are added by default. They can be used similar to standard custom attributes, with the difference that they can be selected as columns to the Event Browser by default.

The default custom attributes are Customer, Region, Manager, and Company.

OM Trouble Ticket and Notification Flags

Policies configured in OM can set trouble ticket and notification flags. If these flags are set, the following custom attributes in OMi are generated:

- ForwardToTroubleTicket (value= true)
- NotifyUser (value= true)


Using appropriately configured event filters, events including these custom attributes with value of true can be automatically forwarded to an external manager by using Forwarding Rules or notifications sent by using Notification Rules.

Tasks

This section includes:

- ["How to add Custom Attributes to an event" below](#)
- ["How to update Custom Attributes with content of duplicate events" on the next page](#)
- ["How to add impacted business applications and services as custom attributes" on the next page](#)

How to add Custom Attributes to an event

1. Open the Event Browser to display the list of known events:
Workspaces > Operations Console > <select a perspective>
2. In the Event Browser, select an event.
3. From the Event Details pane, select the **Custom Attributes** tab.
4. Click  **Add Custom Attribute** to open the **Create New Custom Attribute** dialog box.

5. Enter the custom attribute name and value.
6. Click **OK**.

How to update Custom Attributes with content of duplicate events

A new event can be a duplicate of an existing event. For each new event that is received by OMi, a check is made to establish whether it is a duplicate of an existing (original) event. If the original event is found, the new event is excluded from any further processing and not added to the Event Browser. The original event is updated with information from the new event. You can update the original event with the custom attributes of the new event as follows:

1. Open the Infrastructure Settings:
Administration > Setup and Maintenance > Infrastructure Settings
2. As the context, select **Applications**, then **Operations Management**.
3. In the **Duplicate Events Suppression Settings**, edit the setting **Update Custom Attributes of Original Event** and list the custom attributes you want to have updated in the original event.
4. Click **Save**.




How to add impacted business applications and services as custom attributes

You can view the business applications and services that are impacted by the CI causing the event. To do this, add them as custom attributes to the event:

1. Open the Infrastructure Settings:
Administration > Setup and Maintenance > Infrastructure Settings
2. As the context, select **Applications**, then **Operations Management**.
3. In the **CI Resolver Settings**, edit the setting **Resolve Impacted CIs** and set it to true.
4. Click **Save**.

UI Reference

Event Details Custom Attributes Tab

UI Element (A-Z)	Description
	Opens the Add Custom Attribute dialog box. You can add a name and value for the custom attribute. Click OK to save the custom attribute.
	Opens the Modify Custom Attribute dialog box. You can edit the custom attribute. Click OK to save the custom attribute.
	Opens the Delete Custom Attribute dialog box. Click Yes to delete the custom attribute.
Name	Name of the selected custom attribute defined for the selected event.
Value	Value assigned to the selected custom attribute.

Related Events

The Related Events tab in the Event Details pane displays an overview of all the events that are related to the event selected in the Event Browser. The way the events are displayed indicates if the event is considered as a symptom or a cause in the correlation process. The event displayed in bold type in the Related Events tab is the event that is selected in the Event Browser pane.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **Related Events** tab.

Learn More

Related Events

To reduce the problem of duplication and overload when managing information from multiple sources, you can set up topology-based rules. These rules correlate events by distinguishing between symptom and cause events and present a clearer picture of the state of the operational environment that you are monitoring.

Topology-based event correlation uses a combination of specified symptoms and a probable causes to determine the cause of an event, which it then flags in the Event Browser. An icon in the C column of the Event Browser indicates that the selected event is correlated. For more information about event correlation in general, see ["Event correlation" on page 21](#).


Tasks

Related Tasks

[Relating Events Manually](#)

UI Descriptions


Event Details Related Events Tab

UI Element (A-Z)	Description
	Removes the relationship between events. Useful if you think that OMi correlated the selected event by mistake. The Unrelate action has no effect on the correlation rule that initially established the event relation. If you want to avoid relating the events in future, modify the associated correlation rule.
<Severity>	Severity assigned to the related event.

UI Element (A-Z)	Description
	<p>Tip: For a short explanation of the icons used to indicate event severity, check the tooltip.</p>
Assigned User	Name of the user who is responsible for solving the related event's underlying problem.
Correlation Rule	Link to the correlation rule used to create the relationship.
Related CI	Name of the impaired configuration item where the event occurred.
State	Lifecycle state of the event (for example, Open, In Progress, or Resolved).
Time Received	Date and time when the original message associated with the related event was received from OMi.
Title	A plus sign (+) icon in the event text column indicates the presence of correlated events, which the related events tab does not by default display. Use the plus sign (+) or minus sign (-) icons to display or hide correlated events.

Potential Causes Tab

All possible correlation results are recorded and displayed in the Potential Causes tab. It shows the possible cause events, together with a reference to the correlation rule that generated the correlation. Additional information, such as the rule weight factor, and the time when the related event was received from OMi, are also displayed. Operators can inspect all possible causes for a symptom event, better understand the matching correlation rules, and, if they have the appropriate permissions, manually change the cause of that event to any one of the available alternatives when investigating a problem.

UI Element	Description
	<p>Relate: Replaces the current cause with cause event selected from the Potential Causes list.</p> <p>Useful if you think that OMi correlated the wrong event. The Relate action has no effect on the correlation rules involved. If you want to automatically relate to an alternative cause event in the future, modify the associated correlation rule.</p>
Severity	<p>Severity assigned to the related event.</p> <p>Tip: For a short explanation of the icons used to indicate event severity, check the tooltip.</p>
Title	Text of the message sent from OMi.

UI Element	Description
	<p>Bold text indicates that the event is set as the current cause.</p> <p>If you want to set one of the events in the Potential Causes list as the cause, you can do so manually by using the Relate button.</p>
Related CI	Name of the impaired configuration item where the event occurred.
Time Received	Date and time when the original event associated with the related event was received from OMi.
State	Lifecycle state of the event (for example, Open, In Progress, or Resolved).
Assigned User	Name of the user who is responsible for solving the related event's underlying problem.
Correlation Rule	Link to the correlation rule used to create the potential relationship.
Rule Weight	<p>Specifies a weighting for the selected correlation rule. The default value is Normal.</p> <p>A correlation rule with a higher weighting can override an existing cause-symptom relationship previously created by another correlation rule with a lower weighting.</p>

History

Event history is a log of information about who or which component has changed values of an OMi event. This feature enables an operator to see how event attribute values changed during the life of an event, for example, the sequence of severity changes. Event history information is available in a separate tab in the Event Details pane and can be viewed by any user with access to that event.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **History** tab.

Learn More

History Information


The information available in the History tab includes the following, if an event is manually modified in the event console, or automatically modified by closed related events (closing all existing related events to a new incoming event) or has duplicate events suppressed (retain and update the original event and close newer duplicates):

- The server's timestamp of the modification.
- The old and the new value of the modified attributes.
- Information is also available about the modifier of the event. One of the following types of information is available:
 - User name, if an OMi user has modified the event or if an external user has made the modification.
 - Title line which summarizes a change resulting from automatic closing of related events or an automatic suppression of duplicate events.
 - Integration user name of the OM synchronization, if the event is modified by a data synchronization from OM.
- For annotations and custom attributes, the executed action, such as delete, or modify, is displayed in the history line entry.

UI Reference

Event Details History Tab

UI Element (A-Z)	Description
Actions	Descriptions of the changes made to the event.
Modification Time	Date and time when the associated change was made to the event.

UI Element (A-Z)	Description
Modified By	User who made the associated change to the event.
<Search field>	Text field used to search for strings within event history. The  button clears the search string and displays all history information.

Resolver Hints

The Resolver Hints tab displays the information relating to the identification of the node, source CI, related CI, and the ETI of the received event.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, select the **Resolver Hints** tab.

UI Reference

Event Details Resolver Hints Tab

UI Element (A-Z)	Description
ETI Resolution	<p>ETI Resolution Hint: Original string provided by the external manager, for example, in a custom message attribute from OM. Can be used to associate the event with an ETI.</p> <p>You must set an attribute in the event which can be mapped to this indicator. To do this, set a custom message attribute called <code>ETIHint</code> in the OM policy. Specify a namespace for the CMA that matches the Name of the indicator, for example, <code>CPULoad</code>. Specify an instance that matches an indicator state, for example, <code>High</code>. When an event with an <code>ETIHint</code> CMA value of <code>CPULoad:High</code> is received, and ETI and values exist, the event attribute <code>Event Type Indicator</code> is set.</p>
Node	Information used to identify the host system in the RTSM associated with the selected event:

UI Element (A-Z)	Description
	<ul style="list-style-type: none"> • Node Hint: Hostname used to find a node in the RTSM • DNS Name: DNS name of the originating system • IP Address: IP address of the originating system • Core ID: ID of the originating system
Related CI	<p>Name of the impaired configuration item where the event occurred.</p> <ul style="list-style-type: none"> • Related CI Hint: Event information used to identify the CI related to the event • HPOM Service ID: Service ID used to identify the service related to the event
Related CI Resolution Info	<p>Information associated with the selected event:</p> <ul style="list-style-type: none"> • Matched Hints Count: Number of identified hints that matched the selected CI in the RTSM database. This value is presented as a proportion of the number of available identifiers extracted from the event. The available identifiers are displayed in the following sections of the Resolver Hints tab: <ul style="list-style-type: none"> ◦ Related CI Hint — includes colon-separated list of CI hints and must include the host identifier. ◦ HPOM Service ID — Service ID, in conjunction with object and application, used to identify the service related to the event. ◦ ETI Hint — Used to identify the ETI for each CI. If ETI Resolution is successful, the ETI is assumed to be assigned to the CI, and this CI is given a higher match rating. • Status: Provides information about the matches used for related CI resolution. Displays information about the match: <ul style="list-style-type: none"> ◦ Success — Confirms a successful match and displays the hint used. ◦ Unsuccessful CI resolution — Displays the hint that could not be resolved or indicates that no hint was available to assess. Confirms that a match was not possible and indicates the action taken, for example, <code>Fallback to host</code>.
Source CI	<p>Information used to identify the CI in the RTSM that is the source of the event associated with the selected event:</p> <p>Source CI Hint: Description of an OMi event attribute used to find the CI in the RTSM</p>

Instructions

The **Instructions** tab in the Event Details pane displays instruction information designed to help operators handle the associated event.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Details, select the **Instructions** tab.

Learn More

Instructions

Setting up instructions

Instructions are configured in the policy that generates the event. They can describe an automatic action, provide details on how to perform an operator-initiated action, or detail the steps for resolving a problem when a specified type of event is received.

The instruction text can be either entered directly in the **Instruction Text** field in the Policy Editor or generated by using external instruction interfaces. To retrieve the instructions generated externally, you must specify the instruction interface name and the parameter string in the Policy Editor for the associated policy.

Note: By default, only events from OM for Windows or OM for UNIX or Linux sources can populate the instructions tab in the Event Perspective. To extend OMi to include other event sources, such as SiteScope or Operations Connector, to populate the instructions tab, see the *OMi Developer Guide*.

Accessing instructions

The Event Browser dynamically retrieves the instructions when you select the **Instructions** tab.

The instruction output can be plain text or HTML. If the instruction text contains URLs, they are automatically converted into hyperlinks. URLs starting with `http://`, `https://`, `ftp://`, `fttps://`, `telnet://`, and `mailto:` are supported. When you click the hyperlink, a new window opens with the page that was returned by the script. In case of the HTML output, clicking the URL opens a new HTML page containing the instruction text.

Note: If the event originates from an OM or another OMi server, you must configure this server as a connected server. For details, see the *OMi Administration Guide*.


In flexible management environments where events can come from multiple servers, you must connect to the server from which the policy generating the event was deployed, as only this server has the instructions available.

UI Reference

Event Details Instructions Tab

UI Element	Description
Instructions	Instruction text generated for the event. Instructions are configured in the associated policy and are usually designed to help operators handle the associated event.

Forwarding

The Forwarding tab is available for events for which ownership was transferred to an external manager. The information displayed in this tab is dynamically loaded from the external manager when the tab is opened. To load the latest information available from the external manager, click the  **Refresh** button in the Forwarding tab.

For example, if your organization uses Service Manager as a central service desk, you can transfer control of events from the Event Browser to Service Manager. This is often the case when the OMi operator is not able to solve the problem and needs to assign the problem to an expert. Service Manager creates an incident and returns the Incident ID to OMi. This is displayed in the Forwarding tab with additional information about the event available from the external manager.

To access

Workspaces > Operations Console > <select a perspective>

In the Event Browser, open the **Forwarding** tab.

Learn More

External Target Servers

The external manager server must be specified as a target in the Connected Servers manager.

If there is a problem connecting to the system to which you want to transfer control, the event forward request or event update synchronization request is held in a queue. If the request cannot be delivered to the target server within the specified time, it is automatically deleted from this queue.

To set the Event Forwarding Expiration time period, open the Event Synchronization Settings in **Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management**. The default value is 2 hours and the minimum value is 1 hour.



Tasks

How to Transfer Control to an External Manager

1. In the Event Browser, select the events that you want to transfer control to an external manager.
2. Right-click one of these events and from the context menu select:
Transfer Control to > <select a manager>

UI Reference

Event Details Forwarding Tab

UI Element (A-Z)	Description
	Refreshes the contents of the Forwarding tab.
	Deletes the transfer of control request for a pending transfer of control request. If the transfer request is complete, a cancel is no longer possible and the Cancel Transfer of Control is disabled.
Assigned Group	Group assigned to the event by the external manager.
Assigned User	User assigned to the event by the external manager.
External ID	ID assigned to the event by the external manager. The link opens the event in the external application that is responsible for managing the event.
External Server	Node on which the external manager is hosted.
Lifecycle State	Lifecycle state assigned to the event by the external manager.
Priority	Priority assigned to the event by the external manager.
Severity	Severity assigned to the event by the external manager.
Transfer Status	<p>Status of the Transfer Control request. The possible states are:</p> <ul style="list-style-type: none"> • Cancel Requested — For a transfer control request that is still in the queue for processing, a request was made to cancel the transfer of control. • Forwarded — Control of the selected event was transferred to the selected external server. • Queued — Request to transfer control of the selected event is in the queue for processing.
Transfer Forwarding Rule	Forwarding rule used to transfer control of an event to an external application.

UI Element (A-Z)	Description
Transfer Initiated By	User who transferred control of an event to an external application.
Type	<p>Specifies how an event forwarded to a certain server is handled. The options include:</p> <ul style="list-style-type: none"> • Notify — Target server receives original events but no further updates • Notify and Update — Target server receives original events and all further updates • Synchronize — Target server receives original events and all further updates and sends back all updates • Synchronize and Transfer Control — Target server receives original events and updates and sends back all updates. Ownership of the event is transferred to the other server. Only OMi users with special permission are allowed to close the event after control is transferred, for example, an Administrator. <p>This option is available only if Enable synchronize and transfer control is enabled on the selected connected server. An operator may manually transfer control via the context menu of the Event Browser.</p> <p>Note: If a Forwarding entry in the forwarding table was received from another server, the forwarding rule states which server sent this entry.</p> <p>For more details, see the <i>OMi Administration Guide</i>.</p>

Chapter 6: Event Filters

You can limit the set of events displayed in the Event Browser using filters that you define to display a subset of the available events. For example, you can filter the events displayed according to severity, the assigned user, the event category, or the lifecycle state. You can also display the filtered events in different pages. The Event Browser is dynamically updated. Events that no longer match a relative time filter are removed from the Event Browser and new events that match are added.

The filters you define are available from the Manage Event Filters side panel or the filter selection drop-down box. The active filter remains on display in the filter selection drop-down box.

Learn more

This section includes:

- ["Filter Availability" below](#)
- ["Sharing Filters" below](#)
- ["Filters for Closed Events Browsers" below](#)
- ["Regular expressions" on the next page](#)

Filter Availability

By default, filters for the Event Browser are visible and available only to the user who created them. Users with appropriate OMi administration permissions can share filters, making an existing filter available to all users, or users that have permissions for a specific event filter category. For details, see ["Sharing Filters" below](#).

You can create filters for use in the Event Browser, the Closed Events Browser, the Monitoring Dashboard, and many OMi administration areas.

Filters used in administration, for example, in Forwarding Rules or Notifications, are bound to their administration area and are not visible or usable in any other context.

You can apply a different filter for each instance of a perspective. Filters defined for the Event Browser are also available in the Closed Events Browser and vice versa. However, the Event Browser cannot display active and closed events at the same time.

Sharing Filters

When creating or editing an event filter, you can enable the **Share this filter** option if your administrator assigned you the permission to share event filters. You can share the filter either with all OMi users, or users that have permission for a specific event filter category.

Administrators can enable users to share event filters, and assign a user's or a group's role permissions to view filters shared with specific event filter categories. They can also add additional categories. For more information, see the *OMi Administration Guide*.

Filters for Closed Events Browsers

When investigating closed events using the Closed Events Browser, you specify the time period of interest and optionally an event filter to further reduce the number of events in the selected range. Not every event filter can be applied to closed events. Filters that contain `matches` or `not matches` operators cannot be applied. Only closed events with the specified filter criteria are loaded from the database.

Note: When the **Include active events** check box is selected, the active events are also filtered along with the closed events.

Regular expressions

When adding a condition to a filter, you can use the matching criteria `matches` and `not matches` to specify a regular expression that the filter compares with the events.

The pattern uses the syntax of the Java regular expressions class `java.util.regex`. For the exact syntax of this class, see the online Java documentation.

Processing filters that contain regular expressions requires higher resources than for filters without them and it is recommended that regular expressions are used only when a simpler alternative is not possible.

Note: The Groovy match operator `"==~"` is used to evaluate the regular expressions. The match operator is similar to Java regular expressions, but requires an exact match. Some examples:

- `"\d+"` matches any string consisting of digits only
- `"\d{4}"` matches strings consisting of exactly four digits
- `".*\d{4}"` matches strings ending in four or more digits
- `".*\d{4}.*"` matches strings containing four or more digits anywhere
- `"abc"` only matches the exact string "abc"

Some additional examples of regular expressions are listed below:

- `.*Down`
To match a title that ends with the word Down (for example Interface Down, or Connection Down).
- `OpsCx|SiS|Internal`
To match one of the following categories: OpsCx, SiS, or Internal.
- `^KM\d+.*`
To match a title that starts with the abbreviation KM and any number of digits.
- `^\d{5}.*`
To match a title that contains five or more digits in the beginning, followed by any combination of letters and digits.

- ^Automatic assignment of `*.[template|aspect].*`

To match a title that contains the string "Automatic assignment of *<any text>*" followed by the string "template" or "aspect" and more text after that.

Tasks

This section includes:

- ["How To Filter Events by Views" below](#)
- ["How To Filter Events by Configuration Items" on the next page](#)
- ["How To View and Apply Event Filters" on the next page](#)
- ["How to Define Event Filters" on page 92](#)

How To Filter Events by Views

In this task, you learn how to filter the events displayed in the Event Browser according to a view. Only events related to configuration items included in the selected view appear in the Event Browser.

To filter events by views:

1. Start the Event Perspective or Health Perspective:

Workspaces > Operations Console > <select a perspective>

2. Do one of the following:
 - In the View Explorer, select a view from the drop-down list.
 - In the Event Browser, select a view from the View Selector. The five most recent selections are displayed at the top of the list.

The events displayed in the Event Browser are limited to events associated with the selected view.

Note:

- The OMi perspectives are wired so that selecting a view in the Event Browser View Selector disables the CI selected in the View Explorer.

- The Event Browser View Selector is disabled in locked Event Browser pages so that only events associated with a preselected view are displayed.

How To Filter Events by Configuration Items

In this task, you learn how to filter the events displayed in the Event Browser by configuration item. Only events related to the selected configuration item appear in the Event Browser.

To filter events by configuration item:

1. Start a perspective containing an Event Browser and a View Explorer or a CI Explorer, for example, the Event Perspective or the Health Perspective:

Workspaces > Operations Console > <select a perspective>

If you are using the View Explorer, select a view from the drop-down list.

2. Select one or more configuration items, CI collections, or a combination of both from the View Explorer pane to use as an event filter. If you are using the CI Explorer, select the desired configuration item from the list, or select more items by using the Multiple Selection button.

The Event Browser displays only the events that are related to a CI selected in the View Explorer or the CI Explorer.

The events displayed in the Event Browser are limited to events associated with the selected CI. The Event browser title changes to show the CI selected.

The selected CIs are displayed in the Event Browser status bar.

Note: The OMi perspectives are wired so that selecting a CI in the View Explorer or the CI Explorer disables the view selected in the Event Browser View Selector.

How To View and Apply Event Filters

In this task, you learn how to display a list of configured event filters and apply one to the Event Browser.



To view a list of configured event filters:

1. Start a perspective containing an Event Browser and a View Explorer, for example, the Event Perspective or the Health Perspective:

Workspaces > Operations Console > <select a perspective>

Select a filter from the Filter list.

Note: If you have selected a view from the View list, the Event Browser is also filtered by the selected view.

2. From the Event Browser or the Closed Events Browser, click ... **Manage event filters**. The Manage Event Filters side panel opens containing a list of available event filters.
3. Select the event filter you want to apply.
4. *Optional.* Click  **Edit**, modify the selected filter and click **Save**.
5. Click  **Close** or outside the side panel to enable the filter.


Enabling a filter updates the contents of the browser immediately.

6. If the selected filter does not display the results you require, redefine the selected event filter or select an alternative event filter.


Note: If you want to clear the selected filter, select **<No Filter>** from the filter selection boxes (views and filters). Deleting the filter selected in the Event Browser from the list of filters automatically applies no filter to the Event Browser.

How to Define Event Filters

In this task, you learn how to set up an event filter for the Event Browser or the Closed Events Browser using the Manage Event Filters side panel.

1. From the Event Browser or the Closed Events Browser, click ... **Manage event filters**. The Manage Event Filters side panel opens containing a list of available event filters.
2. Click  **New**.
3. Enter a name and (optionally) a description for the new filter.

Click + **Add condition** to add an expression to the filter.

Start assembling a filter by choosing a category, for example `Description`, selecting the matching criteria, for example `equals`, and specifying the text string that the description should equal. Click  **OK** to save the expression.

- 4.

Note: There are two basic types of filters: string filters and prespecified filters.

- **Defining a string filter:**

Select a matching criteria for the selected property, for example `contains`, and specify a text string to search for.

You can use the matching criteria `matches` and `not matches` to specify a regular expression that the filter compares with the events. For more information, see ["Regular expressions" on page 89](#).



Optional. Select **case sensitive** for the expression to differentiate between lower and upper case.

- **Defining a prespecified filter:**

Prespecified filters are used to select attributes which have a known range of values, for example, severities, priorities, lifecycle states, and dates.

You can select one or more of the available options.

For a list of all available filters and their definitions, see ["Event Filter elements" on page 97](#).

5. *Optional.* Select an expression and click  **Wrap in operator** to wrap the expression in an OR or AND operator. Add, or drag and drop other expressions underneath the operator to modify the expression dependency as required.
6. Repeat steps 4 to 5 to specify additional filtering components to the filter specification. You can also copy and paste filter expressions by pressing the **Ctrl+C** and **Ctrl+V** keys if you want to use a similar expression twice.
7. *Optional.* Enable **Share this filter** and specify if you want to share the filter with all other users or only users that have permission for a specific event filter category. For details, see ["Sharing Filters" on page 88](#).
8. Click **Save**.
9. *Optional.* Select the newly created event filter and click  **Preview Matching Events**. This opens a new Event Browser window, displaying the results of applying the newly defined filter. If the filter does not display the results you require, redefine the filter.

UI reference

This section includes:








- ["Manage event filters UI" below](#)
- ["Keyboard shortcuts" below](#)

Manage event filters UI





You can create, edit, and duplicate filters using the Event Filters side panel, available from the Event Browser.

Click ... **Manage event filters** to open the Event Filters UI.

Use these buttons to manage your event filters as follows:

-  Refresh the list of event filters.
-  Create a new event filter.
-  Edit an existing event filter. You can also double-click an event filter to open the Edit Filter side panel.
-  Duplicate an existing event filter. The Create Filter side panel opens with already predefined values, based on the filter you choose to duplicate.
-  Delete an event filter. The filter will be permanently deleted for all users that the filter is shared with.
-  Preview the events that will match the filter once it is applied in the Event Browser. The preview opens in a separate browser window.
-  Restore a modified predefined filter to its original state.

Additionally, the following icons show you, at a glance, the current state of your filters:

-  Unshared event filter. Only the user that created the filter, or the user that unshared a previously shared filter, can see and apply it.
-  Shared event filter. Everyone that is specified in the **Share this filter** section can see and apply the filter, including the user that created the filter.
-  Predefined filter. They cannot be deleted.
-  Modified predefined filter.

Keyboard shortcuts

When creating a filter, you can use the following keyboard shortcuts to copy, paste, cut, or move filter expressions:

Note: You cannot copy a filter expression from one browser tab and paste it into a filter in a different tab. Each tab maintains its own clipboard.

Keyboard shortcut	Description
Arrow keys (Up Arrow or Down Arrow)	Move the focus to the next or previous filter expression.
Enter	Edit a filter expression.
Ctrl+C	Copy a filter expression.
Ctrl+V	Paste a filter expression. The expression is pasted below the element the focus is on.
Ctrl+X	Cut a filter expression. You can move the cut filter expression to another place by pressing Ctrl+V.

Filtering methods

Large IT environments naturally create a large number of events. All active events are displayed in the Event Browser and maintaining a clear overview of the events that require attention becomes increasingly difficult as the number of received events increases.

You can filter the contents of the Event Browser, for example, in the Event and Health Perspectives (or perspective containing an Event Browser and the View Explorer), according to a combination, where available, of the following selections:

- **Views**

Views are used to group configuration items into logical sets. Selecting a view, the Event Browser only displays events that are related to the CIs specified in the selected view.

- **Configuration Items**

Selecting one or more CIs from the CI tree only displays events in the Event Browser that are related to the selected CIs.

- **Configuration Item Collection**

Selecting a CI Collection from the CI tree only displays events in the Event Browser that are related to the CIs that are contained within the selected collection.

- **Event Filters**

Applying an event filter enables you to limit the type of events displayed in the Event Browser by defining rules that filter events according to criteria such as severity, lifecycle state, or assignment (ownership).

In the Event Browser, event filters can be shared so that all users have access to them. To be able to share filters, you must have appropriate permissions. For details, see the *OMi Administration Guide*. Shared filters are required by Monitoring Dashboard widgets.

- **Quick Filters**

The Event Browser status bar displays a summary of the number of events by severity and assignment to individual users or user groups. Each status bar severity item is also a quick filter that can be selected to display the events that correspond to the selected severity. Multiple items can be selected to display all events with two or more severities.

- **Search**

Events can also be filtered by a search string. Entered text string is used to search the text displayed in the Event Browser and display only the events containing the specified string. Clearing the field displays all events again.

By applying a combination of the available filtering methods, you can display just the most important events that you are responsible for. It is possible to create a view to display a CI tree list tailored to the responsibilities of an operator. Operators can then select a CI from the CI tree and be shown all related events. Alternatively, operators can define filters to, for example, show only events labeled as *Critical* and *Major*. Combining the selection of a CI and applying the same filter displays all events labeled as *Critical* and *Major* for the select CI.

Filter Selection

The contents of the Event Browser pane can be filtered by the selected view or configuration item and by the selected event filter.

The active view or configuration item used to filter the Event Browser content is indicated in the Event Browser title. For example, if a view with the name *Host Resources* is selected, the Event Browser title displays *Event Browser for Host Resources*. The selected view name is also displayed in the Event Browser status bar.

When you open the Event Browser for the first time, no filters are applied. *Select a filter* is displayed in the Event Browser Filter applied list and *Select a view* is displayed in the Event Browser View Selector list. After you select a filter, the name of the active event filter is displayed in the filter selection field. If you want to clear the selected filter, select *<No Filter>*. The effect of the filter on the Event Browser is cleared, but can be reapplied as required. After you select a view, the name of the

active view is displayed in the View Selector field. If you want to clear the selected view, select <No Filter>. The effect of the view on the Event browser is cleared, but can be reapplied as required. Administrators can preselect a view for an Event Browser. In locked Event Browser pages, the View Selector is disabled so that only events associated with a preselected view are displayed.

Event Filter elements

When editing or creating filters in the Manage Event Filters side panel, multiple elements are displayed that you can use either individually or in combination to filter events. By using the operators OR and AND you can combine the filter elements in any way required for your purpose.

For more information about the event filter elements, see the following sections:

- ["General Filter Elements" below](#)
- ["Dates Filter Elements" on the next page](#)
- ["Additional Event Properties Filter Elements" on page 99](#)
- ["Advanced Properties Filter Elements" on page 100](#)

General Filter Elements

The General category displays the filter elements listed in the following table.

UI Element (A-Z)	Description
Assigned To	User or user group to whom the events you want to find are assigned. Multiple assignments can be selected. For example, you can select Assigned To Me and Unassigned.
Category	Category of event that you want to use as a filter option, for example: DB, Storage, System, or WebApp.
Correlation	Select the desired option to search for top level events, or only cause events: Not a symptom (top level): includes all events that are not correlated as symptoms of other events, and do not have a cause assigned. Cause: includes all events that are root cause events. They cannot be symptoms of another cause event.
Description	Description of an event as displayed in the contents of the original event's description field.

UI Element (A-Z)	Description
Lifecycle State	<p>Stage in the problem lifecycle that the events you are looking for have reached, for example: Open, In Progress, Resolved or Closed. Multiple lifecycle states can be selected.</p> <p>Note: The Event Browser (HTML) cannot display closed events. To view closed events, see "View closed events" on page 55 in the Event Browser.</p>
Priority	Searches for events that match the specified priorities, for example: None, Low, or Medium. Multiple priorities can be selected.
Severity	Selects an event severity to use as a filter option. Multiple severities can be selected.
Subcategory	Name of the event subcategory to which the events you are looking for belong.
Title	Title of the events you are looking for.
Type	Type of event you want to display with the filter.

Dates Filter Elements

The Dates category displays the filter elements listed in the following table.

UI Element (A-Z)	Description
Time Changed	<p>Specifies a point in time relative to the current time used to filter events. Events can be selected using the following operators:</p> <ul style="list-style-type: none"> • is not older than • is older than • after • before <p>The time period can be specified in minutes, hours, days, or weeks.</p> <p>Note: The Event Browser is dynamically updated. Events that no longer match a relative time filter are removed from the Event Browser and new events that match are added.</p>
Time Created	Specifies the dates and times between which the events you are searching for occurred.

UI Element (A-Z)	Description
Time First Received	Specifies the dates and times between which OMi first received notification of the events you are searching for.
Time Received	Specifies the dates and times between which the events you are searching for were received. In case of duplicate events, the dates and times between which the last duplicate events were received.
Time State Changed	Date and time when the last lifecycle state change took place.

Additional Event Properties Filter Elements

The Additional Event Properties category displays the filter elements listed in the following table.

UI Element (A-Z)	Description
Application	Selects events linked to the named application.
Custom Attribute	Selects the Custom Attributes editor where you can specify a custom attribute, an operator, and a value for use in filtering. You define a custom attribute filter by specifying the name of the custom attribute in the field on the left, selecting a filter matching criteria from the list, and specifying the value of the custom attribute in the field on the right.
Event Type Indicator	Enables you to filter by Event Type Indicator (ETI).
Event Type Indicator Value	Enables you to filter by Event Type Indicator (ETI) value.
Has Annotations	Selects events based on whether or not they have annotations.
Key	Selects events that contain a reference to the named key.
Node Type	Selects events of a specific node type, or events that are derived from a specific node type.
Object	Selects events that are related to a named object, as specified in the original OM message.
Original Data	Original event text as captured from Operations Agents before being formatted

UI Element (A-Z)	Description
	<p>into an OM message.</p> <p>Contains information about the original input before being normalized by Operations Agent policies into a message. Typically, the information available includes node name, message group, application, object, severity, and message text.</p>
Related CI Type	<p>Selects the option to search for events that are related to the specified CI type. The dedicated operators for filtering CI types are:</p> <ul style="list-style-type: none"> • equals: Related CI matches a specified CI type • is derived from: Related CI is derived from the specified CI type
Solution	<p>A text field used to describe the solution steps taken to solve the problem identified by the event.</p> <p>Solution texts can be synchronized with external managers such as Service Manager.</p>
Source CI Type	<p>Selects the option to search for events that are a child of the specified CI type. The dedicated operators for filtering CI types are:</p> <ul style="list-style-type: none"> • equals: Related CI matches a specified CI type • is derived from: Related CI is derived from the specified CI type
Subcomponent ID	<p>Selects events that have (or do not have) the specified subcomponent ID.</p>

Advanced Properties Filter Elements

Additional, advanced properties are available as filter elements if you click **Show complete list** in the filter selection. You can later click **Show categorized list** to exclude the advanced properties and return to the categorized selection of filter elements.

UI Element (A-Z)	Description
Automatic Action Call	<p>Selects events with the specified Automatic Action Call.</p>
Automatic Action Status	<p>Selects events that exhibit any of the specified Automatic Action Statuses. The possible statuses are:</p> <ul style="list-style-type: none"> • Available • Running • Succeeded

UI Element (A-Z)	Description
	<ul style="list-style-type: none"> Failed None
CI Resolution - Number of Hints	Selects events with the specified number of CI Resolution Hints.
CI Resolution - Number of Matched Hints	Selects events with the specified number of matched CI Resolution Hints.
CI Resolution Quality Metric	Selects events with the specified CI Resolution Quality Metric.
CI Resolution Status	Selects events with the specified CI Resolution Success Status.
Close Key Pattern	Selects events with the specified Close Key Pattern. An event with this pattern closes all events whose key attribute matches the string.
Control Transferred	Selects events for which control was transferred to an external server or not transferred to an external server.
Control Transferred - Web service hostname	Selects events for which control was transferred to an external server with the specified web service hostname.
Correlation Rule ID	Selects events with the specified Correlation Rule ID.
Correlation Type	Selects events with the specified Correlation Type. The possible types are: <ul style="list-style-type: none"> Manually related TBEC NNMi SBEC
Duplicate Count	Selects events with the specified number of duplicates.
ETI Hint	Selects events with the specified ETI Resolution Hint.
External ID	Selects events with the specified External ID.
Has Custom Attributes	Selects events that have or do not have custom attributes.
Instruction Available	Selects events that have or do not have available instructions. Instructions are configured in the policy that generates the event. They can describe an automatic action, provide details on how to perform an operator-initiated action, or detail the steps for resolving a problem when a specified type of event is received.

UI Element (A-Z)	Description
Instruction Interface Name	Selects events with the specified instruction interface name.
Instruction Parameter String	Selects events with the specified instruction parameter string.
Log Only	Selects events which are generated under conditions matching (or not matching) a log only exception rule. Events that match this rule are retained but automatically closed.
Matched Policy Condition Name	Selects events with the specified policy condition name.
Matched Policy Name	Selects events with the specified policy name.
Matched Policy Type	Selects events with the specified policy type. You can specify one or multiple policy types.
Node Hint	Selects events with the specified Node Hint.
Number of Symptoms	Selects events with the specified number of symptoms. Symptoms are events that occur as a result of another event, as part of a correlation rule.
Operations Manager Service ID	Selects events with the specified Operations Manager Service ID.
Originating Server - Core ID	Selects events based on the core ID of the originating server.
Originating Server - Hostname	Selects events based on the host name of the originating server.
Originating Server - IP Address	Selects events based on the IP address of the originating server.
Owned in HPOM	Selects events based on whether or not they are owned in Operations Manager.
Received as Notify	Selects events based on whether or not they are received as notify-only events via an event forwarding rule.
Received On CI Downtime	Selects events which were received during downtime or not received during downtime.
Related CI Hint	Selects events with the specified Related CI Hint.
Sending Server - Core ID	Selects events based on the core ID of the sending server.
Sending Server -	Selects events based on the host name of the sending server.

UI Element (A-Z)	Description
Hostname	
Sending Server - IP Address	Selects events based on the IP address of the sending server.
Skip Duplicate Suppression	Selects events based on the whether or not duplicate suppression is inactive.
Source CI Hint	Selects events with the specified Source CI Hint.
Sourced From - Connected Server	Selects events that originate from one of the Connected Servers. The servers listed are those that are set up in Administration > Setup and Maintenance > Connected Servers .
Sourced From - External ID	Selects events that originate from an external source, identified by its external ID.
Sourced From - External URL	Selects events that originate from an external source, identified by its external URL.
Sourced From - Hostname	Selects events that originate from an external source, identified by its host name.
User Action Call	Selects events with the specified User Action Call.
User Action Status	Selects events that exhibit any of the specified User Action Statuses. The possible statuses are: <ul style="list-style-type: none"> • Available • Running • Succeeded • Failed • None

Troubleshooting and limitations

This section provides help for those people who are troubleshooting problems relating to OMi event filters, including creating, modifying, and enabling filters.

Filters Not Available in Event Filter List

- Filter does not belong to active user.
- Filters are only available for the area for which they are created. For example, an Event Browser filter is not available in an Administration UI.

Events Not Visible


- Make sure that the correct filter is enabled.
- Make sure that the currently enabled filter is correctly configured.
- Make sure that the currently applied CI or View does not filter out events that you want to see.

Chapter 7: Use the Event Browser (HTML)

The Event Browser (HTML) displays an overview of the active events that exist in the IT environment you are monitoring. The details include, for example:

- Date and time when the event occurred.
- Host system (node) where the event occurred.
- Application that caused the event.
- Severity of the event.
- The user responsible for solving the problem that caused the event, if assigned.

The information displayed by default is a small selection of the total information available about an event.

Selecting an event in the Event Browser (HTML) displays the event's properties in the Event Details pane and the Event Details (HTML) side panel (toggle the visibility of the Event Details (HTML) side panel by using the  **Show Event Details** button). You can also select multiple events to view shared properties, or execute actions for multiple events at the same time.

To access

You can create your own pages and include this component. For details, see ["Set up My Workspace" on page 243](#).

Learn More

This section includes:

- ["Filters" on the next page](#)
- ["View permissions" on the next page](#)
- ["Automatic assignment of events to users" on the next page](#)
- ["Lifecycle management" on page 107](#)

- ["Date formats" on the next page](#)
- ["Event closing and archiving tools" on page 108](#)

Filters

Filtering by CIs. When you select a configuration item in the CI tree, OMi automatically applies a filter to the Event Browser (HTML) so that only those events are displayed that are related to the selected configuration item. The active CI selection is displayed next to the event filter selection field. Click the **X** next to the selected CIs to remove the filter.

Filtering by views. By selecting one of the available views, you display a subset of the available events filtered to include only the events with related CIs included in the view. The setting is independently stored for each Event Browser (HTML) instance.

Filtering by events. Filtering the Event Browser (HTML) content helps you to focus on the most useful information. For example, you can filter the displayed events according to severity, assigned user, event category, or lifecycle state. The active Event Filter is displayed in the event filter selection field.

You can configure new filters or modify existing filters to change, increase, or decrease the information displayed. For details, see ["Event Filters" on page 87](#).

Note: The Event Browser (HTML) cannot display closed events. To view closed events, see ["View closed events" on page 55](#) in the Event Browser.

View permissions

- **Assigning views to roles.** It is possible to limit which views a user is allowed to use. By restricting access to specified views for a role, it is also possible to control which events a user is allowed to see.

For details, see the *OMi Administration Guide*.

- **Locked views.** It is possible to disable the selection of views in the Event Browser (HTML) by configuring a My Workspace Event Browser (HTML) page with a preselected view. The user will only be able to see the events associated with the preselected view.

For details, see the *OMi Administration Guide*.

Automatic assignment of events to users

You can also configure rules to automatically assign incoming events to available user groups. Automatic assigning of events to user groups responsible for solving these events significantly

improves the efficiency of event management. Each event is assigned to an appropriate user group as soon as it is received. All operators in a user group are permitted to work on those events assigned to that user group. For detailed information, see the *OMi Administration Guide*.

Note: To sort the columns of the Event Browser (HTML) according to the assigned users, click the User or Group column header.



Lifecycle management

The Event Browser (HTML) enables you to display and track the position of an event in a defined lifecycle. A lifecycle is a complete series of predefined states that summarizes the event's life. The lifecycle states are as follows:

- **Open:** Event is identified for investigation of the problems that caused the event. It is either not assigned to a user or assigned but not yet being worked on.
- **In Progress:** Assigned user has started working on the investigation of the event's underlying problems. The name of the assigned user appears in the User column.
- **Resolved:** The selected event's underlying problem is found and fixed.
- **Closed:** Event is removed from the list of active events displayed in the Event Browser (HTML).

Note: Lifecycle states are linked to authorizations granted to users. For example, the user to whom an event is assigned can change the assigned event's state from Open to In Progress and Resolved but not to Closed. Only users with higher authority can assign events to other users or change the event lifecycle state from Resolved to Closed.

Although the lifecycle states occur in a consecutive manner, you can set an event's lifecycle state at any time. For example, you can assign an event to an alternative user, or reopen an investigation by changing the event state from Resolved to In Progress.

Note: You can change the lifecycle state of an event by selecting the event and selecting the appropriate button (for example, the  **Open** or  **Work on** button).

Date formats

The date formats displayed in the Event Browser (HTML) correspond to the language setting in the web browser. For example, if your browser is set to en-IN (English India), the date is displayed using the Indian date/month/year format, for example 17/7/13.

The following date formats are currently supported:

de - German

en - English

en-GB - English United Kingdom

en-IN - English India

en-US - English United States

en-CA - English Canada

es - Spanish

fr - French

ja - Japanese

ko - Korean

ru - Russian

zh-CN - Chinese China

zh-HK - Traditional Chinese Hong Kong

zh-SG - Simplified Chinese Singapore

If no preferred language is specified, en-US is used.

Note: For base languages that are supported without any specific regional options, such as German or French, the date format is always taken from the base language even if you have selected a regional setting in your web browser.

For example, if you have selected fr-BE for the regional setting in your web browser, the date format is taken from the fr setting.

Event closing and archiving tools

You can close and archive events by using the following command line tools:

- opr-close-events

For more information, see the *OMi Developer Guide*.

- opr-archive-events

For more information, see the *OMi Developer Guide*.



Tasks

This section includes:




- ["How to manage columns" below](#)
- ["How to assign an event to a user or user group" on the next page](#)
- ["How to configure the display of events" on the next page](#)
- ["How to configure the footer" on page 111](#)

How to manage columns


You can configure the Event Browser (HTML) to display only the columns that you are interested in. All changes are saved to your user account. The next time you log in, the Event Browser (HTML) displays the latest events in accordance with the way you configured the Event Browser (HTML).

1. To open the Options side panel, click  **Options** in the Event Browser (HTML).
2. From the column list on the left, select the columns that you want to display in the Event Browser (HTML), and click  **Add to Displayed Columns**.

For a description of available columns, see ["Columns" on page 113](#).

3. From the column list on the right, select any columns that you do not want to display in the Event Browser (HTML), and click  **Remove from Displayed Columns**.
4. Select columns and rearrange their display positions by clicking  **Move Up** and  **Move Down**.


The first column item in the list is displayed as the first column on the left of the Event Browser (HTML). Subsequent column items are placed progressively to the right in the order of their position in the column list.


Tip: To pin a column to the Event Browser (HTML), select it, and click  **Pin**. You can pin multiple columns. After pinning multiple columns, you can rearrange their display positions.

To unpin a column, select it, and click  **Unpin**.


5. Select the columns you want to sort by in the Column Sorting section. Change the sorting order of

the columns by clicking  **Change to Ascending Order** or  **Change to Descending Order**.

6. Close the side panel by clicking outside the panel, or by clicking  **Close**.

You can click  **Revert** at any point to revert your settings for the displayed columns and the column sorting. Note that this will also revert the Display and Footer settings.

How to assign an event to a user or user group


1. Open the Event Browser (HTML).
2. Select the event that you want to assign to a user or a user group.
3. Open the Change Assignments dialog box in one of the following ways:
 - If the Event Details (HTML) side panel is not visible, click  **Show Event Details**. In the Event Details (HTML) side panel, click **Assignment**.
 - Right-click the event to open the event context panel and click **Assignment**.
4. Select the user group to which you want to assign the selected event (for example, Database Experts or Application Server Operators).
5. Select the user to whom you want to assign the selected event.

The users displayed in the menu are filtered according to the user group selected in the previous step.




6. Click **Save**.


How to configure the display of events

You can enable and disable Event Browser (HTML) options to change how events are displayed. All changes are saved to your user account. The next time you log in, the Event Browser (HTML) displays the latest events according to your configuration settings.

1. To open the Options side panel, click  **Options** in the Event Browser (HTML).
2. Click **Display** to open the display options.
3. Configure any of the following options:
 - **Column dividers: Show vertical dividers between columns.** Enables the display of vertical lines between the columns.
 - **Highlight: Emphasize events assigned to me.** Applies a different font color to the events


that are assigned to you. All other events still have the standard black font color.

- **Row coloring: Color event background based on the event's severity.** Applies a colored event background that represents the severity of the event in the Event Browser (HTML). Event background coloring includes the following options:
 - **Apply to.** You can decide if you want to color all events in the Event Browser, only events assigned to you, or only unassigned events. If you choose to apply the row coloring only to events assigned to you, all other events are identified with the default light background. If you choose to apply the row coloring only to unassigned events, already assigned events are identified with the default light background.
 - **Intensity.** To increase or decrease the intensity of the colors, you can use the slider, or click  **Decrease** and  **Increase**.
4. Close the side panel by clicking outside the panel, or by clicking  **Close**.

You can click  **Revert** at any point to revert the row coloring setting. Note that this will also revert Columns and Footer settings.

How to configure the footer

You can configure the footer of the Event Browser (HTML) to change how the summary data is displayed. All changes are saved to your user account. The next time you log in, the Event Browser (HTML) displays the footer according to your configuration settings.

1. To open the Options side panel, click  **Options** in the Event Browser (HTML).
2. Click **Footer** to open the footer options.
3. Configure one or multiple of the following options:
 - **Footer: Show summary footer.** Enables or disables the display of the footer.
 - **Severity: Show severity counters in the footer.** Enables or disables the display of the severity counts in the footer.
 - **Priority: Show priority counters in the footer.** Enables or disables the display of the priority counts in the footer.
 - **Assignment: Show assignment counters in the footer.** Enables or disables the display of the assignment counts in the footer.
 - **Zero values: Hide counters with the value zero.** If enabled, then all severity, priority, and

assignment counts that equal zero are not displayed. If the count is at least one, they are displayed again.

Your changes are saved immediately.

4. Close the side panel by clicking outside the panel, or by clicking → **Close**.

You can click ↶ **Revert** at any point to revert the footer settings. Note that this will also revert the Columns and Display settings.




UI Descriptions

This section includes:

- ["Icons and buttons" below](#)
- ["Columns" on the next page](#)
- ["Event context panel" on page 118](#)
- ["Event Details \(HTML\)" on page 123](#)
- ["Footer" on page 130](#)
- ["Keyboard shortcuts" on page 131](#)


Icons and buttons











UI Element	Description
<No view>	<p>Opens a list from which you can select one of the available views.</p> <p>On the first load of the Event Browser (HTML) no view is selected. Once you have selected a view, that view is preselected when you reopen the Event Browser (HTML).</p> <p>If you have appropriate permissions, you can deselect the view by selecting <No view>.</p> <p>The five most recent selections are displayed at the top of the list.</p> <p>Note: Selecting views in the Event Browser (HTML) is disabled in locked Event Browser (HTML) pages so that only events associated with a preselected view are displayed.</p>

UI Element	Description
<No event filter>	<p>Enables you to select one of the available event filters. You can deselect the filter by selecting <No event filter>. The five most recent selections are displayed at the top of the list.</p> <p>Once you have selected a filter, that filter is preselected when the Event Browser is reopened.</p>
...	<p>Manage event filters: Opens the Event Filters side panel, enabling you to select the event filter that you want to apply.</p> <p>From the Event Filters side panel, you can also create an event filter, edit, duplicate, preview matching events, or delete an existing event filter.</p> <p>For more information about event filters, see "Event Filters" on page 87.</p>
	<p>Show Event Details: Toggles the visibility of the Event Details (HTML) side panel. Alternatively, you can double-click an event to open the Event Details (HTML) side panel.</p>
	<p>Options: Opens the Options side panel for the current Event Browser (HTML) tab. You can modify and set display options (for example, to hide or display columns, change the display order of the columns, or color the event lines). For more information, see "How to manage columns" on page 109 and "How to configure the display of events" on page 110.</p>
⋮ (hover over event)	<p>Open menu: Opens the event context panel for the event. Hover over an event to show this icon.</p>
 (hover over event)	<p>Open details in new window: Opens the Event Details in a new window. Hover over an event to show this icon.</p>








Columns









The following table lists the columns that are included in the Event Browser (HTML) pane. For the full column name, check the tooltip.

UI Element (A-Z)	Description
A	<p>Automatic Action: Indicates if an automatic action is attached to the event and describes its status using the following icons:</p> <p> — Automatic action available for event</p>

UI Element (A-Z)	Description
	 (spinning) — Automatic action is running  — Automatic action executed successfully  — Automatic action failed to execute successfully
C	<p>Correlation: Indicates if the event has any related events that are hidden as a result of a correlation. The following icons indicate the event's position in a chain of events:</p>  — Event is a <i>cause</i> in a correlation  — Event is a <i>cause</i> in one correlation and a <i>symptom</i> in another  — Event is a <i>symptom</i> in a correlation For details about correlated events, see "Related Events" on page 76 .
D	<p>Duplicate Count: Indicates how many duplicate events exist.</p>
I	<p>Instructions: Indicates if the event contains any instructions.</p> <p>Instructions are configured in the policy that generates the event and might include, for example, details describing automatic and operator-initiated actions, or manual steps to follow for problem resolution.</p>
N	<p>Annotations: Indicates how many annotations the event has. Annotations are comments or observations relating to the associated (or a similar) event.</p> <p>For more information about annotations, see "Annotations" on page 70.</p>
O	<p>Owned in HPOM: Indicates whether the event is owned by an Operations Manager user. If the event is owned by an OM user, the user name is displayed with the prefix OM:, for example, OM:Database Operator in the User column.</p>
R	<p>Received in Downtime: Event received from a CI during a time period when the CI was in downtime (scheduled to not be available).</p>
T	<p>Control Transferred: Indicates if the responsibility for the associated event was transferred to an external manager.</p>
U	<p>User Action: Indicates if a user action is attached to the event and describes its status using the following icons:</p>  — User action available for event  (spinning) — Automatic action is running  — User action executed successfully  — User action failed to execute successfully


UI Element (A-Z)	Description
Application	Application that caused the event to occur.
Category	Name of the logical group to which the event belongs (for example, Database, Security, or Network). Event categories help simplify the process of deciding to which user or user group an event type should be assigned for investigation. An event category is similar in concept to a message group in OM.
CI Type	Configuration item type associated with the event.
Company	A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management > Operations Management - Custom Attribute Settings).
Core ID	Host system where the event occurred.
Customer	A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management > Operations Management - Custom Attribute Settings).
Description	Optional information about the event in addition to the event's original title and the text captured from the event source.
ETI	<p>Event Type Indicator: Display name of the event type indicator (ETI) and the current state, (for example, Web application state: Slow).</p> <p>WebAppState is the name of the event type indicator. The corresponding label is Web application state, which is shown in the General tab. The state of the current ETI value is Slow.</p> <p>If event type indicators are assigned (see the Source Info tab) but are not being resolved (event type indicator field in General tab is empty), the configuration must be corrected.</p>
Event Age	Time elapsed since the event was created. The event age is updated when the data in the Event Browser (HTML) is automatically synchronized with the database every minute or when the Event Browser (HTML) is manually refreshed.
External ID	ID of the event assigned by the external manager.
Group	Assigned Group: Name of the group to which the event is assigned.
ID	ID of the event. Same as the ID of the message in OM if it is forwarded to OMi.
Manager	A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management > Operations Management - Custom Attribute Settings).

UI Element (A-Z)	Description
Node	Host system where the event occurred.
Node Hint	Information used to identify node CI. For example, the hostname in OM used to find host in the RTSM: <ul style="list-style-type: none"> • DNS name of the originating server. • Node ID of the originating server.
Object	Device such as a computer, printer, or modem.
Originating Server	Management server that initially forwarded the original event along the chain of servers configured in a flexible management environment.
Prio	<p>Priority: Priority assigned to the event. The following icons indicate the event priority:</p> <p> — Highest</p> <p> — High</p> <p> — Medium</p> <p> — Low</p> <p> — Lowest</p>
Region	A default custom attribute that is configured in the Available Custom Attributes infrastructure setting (in Administration > Setup and Maintenance > Infrastructure Settings > Applications > Operations Management - Custom Attribute Settings).
Related CI	Name of the impaired configuration item where the event occurred. If the Related CI includes a subcomponent, it is displayed as follows: Related CI: Subcomponent. For example, Server1: CPU1.
Related CI Hint	Event information used to identify the CI related to the event.
Sending Server	Last server in the OM flexible management chain that forwarded the event to OMi.
Sev	<p>Severity: Severity assigned to the event. Usually, this is the same as the severity status of the original event, for example if the event is received from OM. The following icons indicate the event severity status:</p> <p> — Critical</p> <p> — Major</p>

UI Element (A-Z)	Description
	 — Minor  — Warning  — Normal  — Unknown
Solution	Text field used to document solutions to help operators solve the problem indicated by the event.
Source CI	Node where the monitoring agent or probe is running that generated the event.
Source CI Hint	Information used to identify the source CI.
State	<p>Lifecycle State: Position of the event in a defined lifecycle. A lifecycle is a complete series of predefined states that summarizes the event's life. The following icons indicate the lifecycle state:</p> <p> — Open</p> <p> — In Progress</p> <p> — Resolved</p> <p> — Closed</p> <p>To change an event's lifecycle status, select the event, and select one of the status buttons in the Event Details (HTML) side panel or in the event context panel.</p>
Subcategory	Name of the logical subgroup (category) to which the event belongs (for example, Oracle (database), Accounts (security), or Routers (network)).
Time Created	Date and time when the event was created.
Time First Received	Date and time when OMi first received notification of the event.
Time Received	Date and time when the (last duplicate) event was received.
Time State Changed	Time Lifecycle State Changed: Date and time when the last lifecycle state change took place.
Title	Brief summary of the event.
Type	Type of message in OM. String used to organize different types of events within an








UI Element (A-Z)	Description
	event category or subcategory.
User	Assigned User: Name of the network user who is responsible for solving the event's underlying problem. For example, if the event is owned by an OMi user, the user name is displayed. If the event is owned by an OM user, the user name is displayed with the prefix OM: , for example, OM:Database Operator.















Event context panel


To open the event context panel, either right-click the event, or hover over the event and click the  **Open menu** button.









The event context panel displays information about the selected event and offers a set of actions. Some of these actions require you to be logged in as a user with the authorization to start the selected action.

Event context panel items are disabled or removed completely if you do not have permission to perform certain operations (for example, Work on or Close) or if the item does not contain useful information (for example, Solution).

UI Element	Description
 Open Details	Opens the Event Details in a pop-up window and displays all available information about the event.
 Open	Sets the lifecycle status to Open . The event can now be assigned to users for investigation and resolution.
 Work on	Sets the lifecycle status to In Progress , indicating that the underlying problems of the event is under investigation.
 Resolve	Sets the lifecycle status to Resolved .
 Close	Sets the lifecycle status to Closed .
 Close and Reset Health Indicator	Sets the lifecycle status to Closed and resets the associated HI value to the default value for the selected event and on all symptom events of the selected event that are not already closed.
Severity	Opens the Severity sub menu for the selected event, enabling you to change the severity. The following icons indicate event severity status:  — Critical

UI Element	Description
	<p> — Major</p> <p> — Minor</p> <p> — Warning</p> <p> — Normal</p> <p> — Unknown</p>
Priority	<p>Opens the Priority sub menu for the selected event, enabling you to change the priority. The following icons indicate the event priority:</p> <p> — Highest</p> <p> — High</p> <p> — Medium</p> <p> — Low</p> <p> — Lowest</p>
Assignment	<p>Opens the Change Assignments dialog box, enabling you to assign the selected event to a specific group or user. The following icons indicate the event assignment type:</p> <p> — Assigned group</p> <p> — Assigned user</p> <p>You can hover over the assignment tile and click  Edit to change the assignment.</p>
Configuration Items (CIs)	<p>Lists the related, node, and source CIs for the selected event. You can click the CIs to see additional information about the CI, including KPIs, and the total number of events related to this CI. Additionally, you can investigate and work with the CR by choosing from a number of actions.</p> <p>The related CI is the name of the impaired configuration item where the event occurred.</p> <p>The node CI is the name of the host system where the event occurred.</p> <p>The source CI is the node where the monitoring agent or probe is running that generated the selected event.</p>
CIs >  1 event	<p>Displays the count and the highest severity of open events associated with the selected CI.</p> <p>You can click the button to open a new Event Browser window that displays these events.</p>


UI Element	Description
CIs > KPIs	Lists the KPIs that are assigned to the selected CI. In addition, each KPI's status, business rule, value, and the date when the status last changed is displayed.
CIs >  Show HIs	Opens a new window with a list of the health indicators associated with the CI's CI type.
CIs > Recent	Lists the last four recently used actions. This option is only displayed if an action was executed before. Tip: By default, the last four recent actions are displayed. You can change the number of recent actions in the Infrastructure Setting Applications > Service Health Application > Number of recent actions .
CIs > Reports > Change Reports	Opens a new window displaying a CI Change Report for the selected CI.
CIs > Reports > KPI Over Time	Opens a new window displaying a KPI Over Time report for the selected CI. You can decide to view the business impact over the last month, week, or day.
CIs > Show > Business Impact	Opens a new window displaying a Business Impact report for the selected CI. You can decide to view the business impact over the last month, week, or day.
CIs > Show > HIs	Opens a new window displaying a list of the health indicators associated with the CI's CI type.
CIs > Show > Find Visible and Hidden Child CIs	Opens a new window displaying a list of the visible and hidden child CIs and the number of unassigned and unresolved events that the child CI is related to.
CIs > Show > Errors	Opens a new window displaying all the CIs associated with the view selected from the drop-down list, their status, number of unassigned events, and number of unresolved events.
CIs > Show > Properties	Opens a new window that displays the properties of the selected CI.
CIs > Show > Filtered Browser	Opens a new Event Browser window that displays events associated with the selected CI only.
CIs > Show > Closed Events	Opens a new Event Browser window that displays closed events associated with the selected CI, in a specific range of time in the past.
CIs > Show > Performance Dashboard (CI)	If available, displays performance dashboards for the selected CI in a new window.

UI Element	Description
CI > Configure	Select to open either the View Mappings UI or the Tools UI. For details, see the description for Configure > View Mappings, or Configure > Tools below.
Automatic Action	<p>Indicates if an automatic action is attached to the event and describes its status using the following icons:</p> <ul style="list-style-type: none">  — Automatic action available for event  (spinning) — Automatic action is running  — Automatic action executed successfully  — Automatic action failed to execute successfully <p>Click Start to launch an automatic action. For more details, see "Actions" on page 68.</p>
User Action	<p>Indicates if a user action is attached to the event and describes its status using the following icons:</p> <ul style="list-style-type: none">  — User action available for event  (spinning) — User action is running  — User action executed successfully  — User action failed to execute successfully <p>Click Start to launch a user action. For more details, see "Actions" on page 68.</p>
Launch Tool	Opens the Run Tool wizard. You can select a tool from a list of those configured for the CI type associated with the selected event or events. Note that you cannot launch URL tools when selecting multiple events, as this would open multiple browser windows.
Create Annotation	<p>Opens the Create Annotation dialog box for the selected event. The annotation is associated with the selected event.</p> <p>For more information about annotations, see "Annotations" on page 70.</p>
Create Custom Attribute	<p>Opens the Create Custom Attribute dialog box for the selected event. The custom attribute is associated with the selected event on saving.</p> <p>For more information about custom attributes, see "Custom Attributes" on page 73.</p>
Recalculate Priority	<p>Manually recalculates the priority for the selected event.</p> <p>If the Business Criticality was changed for one or more CIs related to events in the Event Browser (HTML), a recalculation assigns new priority values for these events.</p>

UI Element	Description
Configure > Event Type Indicators	Opens the Indicator Definitions UI in a new window. You need the appropriate authorization to access the Indicator Definitions UI and other Administration features.
Configure > View Mappings	Opens the View Mappings UI with the event's related CI preselected. You need the appropriate authorization to access the View Mappings UI and other Administration features.
Configure > Integration Policies	Opens the Policy Management UI in a new window. You need the appropriate authorization to access the Policy Management UI and other Administration features.
Configure > Policy	<p>Opens the Policy Editor UI in a new window, enabling you to edit policy templates. Only the policies present in the Monitoring Automation policy inventory can be opened for editing.</p> <p>Note: You must redeploy the policies modified in the Policy Editor launched from the Event Browser (HTML); automatic redeployment of updated policies is not possible.</p> <p>For information on how to deploy policy templates, see the <i>OMi Administration Guide</i>.</p>
Configure > Tools	Opens the Tools UI in a new window. You need the appropriate authorization to access the Tools UI and other Administration features.
Configure > Monitoring	Opens the Assignments and Tuning UI in a new window by using the CI ID of the related CI, which results in a list of all assignments for that particular CI. For more information, see the <i>OMi Administration Guide</i> .
Configure > Performance Dashboards	If available, opens the OMi Performance Dashboard page in a new window. The OMi Performance Dashboard page enables you to create and configure a performance dashboard. For more information, see " Performance Pane " on page 288 .
Run Books	Opens the Run Books menu from which you can select a Run Book from a list of those configured for the CI type associated with the selected event.
Tools	Shows a list from which you can select a tool of those configured for the CI type associated with the selected event.
Custom Actions	Opens the Custom Actions sub menu from which you can select a custom action from a list of those configured for the CI type associated with the selected event.
Show > Details in External Application	Opens the event in the source manager user interface.








UI Element	Description
Forward to	Forwards the selected event to a configured external manager application. Used when the operator is not able to solve the problem and needs to escalate the issue, for example by creating a Service Manager incident. The external manager can be configured to return an incident ID to OMi as forwarding information.















Event Details (HTML)



To open the Event Details (HTML) side panel, click  **Show Event Details** in the Event Browser (HTML).





The side panel displays information about the selected event and offers a set of actions. Some of these actions require you to be logged in as a user with the authorization to start the selected action.





Event Details (HTML) items are disabled or removed completely if you do not have permission to perform certain operations (for example, Work on or Close) or if the item does not contain useful information (for example, Solution).

UI Element	Description
Title	The title of the event. Hover over the title and click  Edit to edit the selected event's title. Note: The parameters of executables should be enclosed in quotation marks. For example: <code>echo "\${event.title}"</code>
 Open	Sets the lifecycle status to Open . The event can now be assigned to users for investigation and resolution.
 Work on	Sets the lifecycle status to In Progress , indicating that the underlying problems of the event is under investigation.
 Resolve	Sets the lifecycle status to Resolved .
 Close	Sets the lifecycle status to Closed .
 Close and Reset Health Indicator	Sets the lifecycle status to Closed and resets the associated HI value to the default value for the selected event and on all symptom events of the selected event that are not already closed.
Severity	Opens the Severity sub menu for the selected event, enabling you to change the severity. The following icons indicate event severity status:  — Critical


UI Element	Description
	 — Major  — Minor  — Warning  — Normal  — Unknown
Priority	<p>Opens the Priority sub menu for the selected event, enabling you to change the priority. The following icons indicate the event priority:</p>  — Highest  — High  — Medium  — Low  — Lowest
Category	<p>Name of the logical group to which the event belongs (for example, Database, Security, or Network). Event categories help simplify the process of deciding to which user or user group an event type should be assigned for investigation.</p>
Subcategory	<p>Name of the logical subgroup (category) to which the event belongs (for example, Oracle (database), Accounts (security), or Routers (network)).</p>
Assignment	<p>Opens the Change Assignments dialog box, enabling you to assign the selected event to a specific group or user. The following icons indicate the event assignment type:</p>  — Assigned group  — Assigned user <p>To change the assignment, hover over the assignment tile and click  Edit.</p>
Description	<p>Optional information about the event in addition to the event's original title and the text captured from the event source. To create or edit the description, hover over the description tile and click  Edit.</p>
Configuration Items (CIs)	<p>Lists the related, node, and source configuration items (CIs) for the selected event. You can click the CIs to view the full names of the</p>

UI Element	Description
	<p>configuration items.</p> <p>The related CI is the name of the impaired configuration item where the event occurred.</p> <p>The node CI is the name of the host system where the event occurred.</p> <p>The source CI is the node where the monitoring agent or probe is running that generated the selected event.</p>
CIs >  1 event	<p>Displays the count of events originating from the selected CI, and the latest severity of the events associated with the CI.</p> <p>You can click the button to open a list of the events in the Event Browser.</p>
CIs > KPIs	<p>Lists the KPIs that are assigned to the selected CI. In addition, each KPI's status, business rule, value, and the date when the status last changed is displayed.</p>
CIs >  Show HIs	<p>Opens a new window with a list of the health indicators associated with the CI's CI type.</p>
CIs > Recent	<p>Lists the last four recently used actions. This option is only displayed if an action was executed before.</p>
CIs > Reports > Change Reports	<p>Opens a new window displaying a CI Change Report for the selected CI.</p>
CIs > Reports > KPI Over Time	<p>Opens a new window displaying a KPI Over Time report for the selected CI. You can decide to view the business impact over the last month, week, or day.</p>
CIs > Show > Business Impact	<p>Opens a new window displaying a Business Impact report for the selected CI. You can decide to view the business impact over the last month, week, or day.</p>
CIs > Show > HIs	<p>Opens a new window displaying a list of the health indicators associated with the CI's CI type.</p>
CIs > Show > Find Visible and Hidden Child CIs	<p>Opens a new window displaying a list of the visible and hidden child CIs and the number of unassigned and unresolved events that the child CI is related to.</p>
CIs > Show > Errors	<p>Opens a new window displaying all the CIs associated with the view selected from the drop-down list, their status, number of unassigned events, and number of unresolved events.</p>
CIs > Show > Properties	<p>Opens a new window that displays the properties of the selected CI.</p>
CIs > Show > Filtered Browser	<p>Opens a new Event Browser window that displays events associated with the selected CI only.</p>

UI Element	Description
CIs > Show > Closed Events	Opens a new Event Browser window that displays closed events associated with the selected CI, in a specific range of time in the past.
CIs > Show > Performance Dashboard (CI)	If available, displays performance dashboards for the selected CI in a new window.
CIs > Configure > View Mappings	Opens the View Mappings UI with the event's related CI preselected. You need the appropriate authorization to access the View Mappings UI and other Administration features.
CI > Configure > Tools	Opens the Tools UI in a new window. You need the appropriate authorization to access the Tools UI and other Administration features.
CIs > Configure > Launch Tool	Opens the Run Tool wizard. You can select a tool from a list of those configured for the CI type associated with the selected event. Note that you cannot launch URL tools when selecting multiple events, as this would open multiple browser windows.
Event Type Indicator	<p>Display name of the event type indicator (ETI) and the current state, (for example, <code>Web application state: Slow</code>).</p> <p><code>WebAppState</code> is the name of the event type indicator. The corresponding label is <code>Web application state</code>. The state of the current ETI value is <code>Slow</code>.</p>
 Instructions	Opens the Instructions sub menu for the selected event, enabling you to view the details describing automatic and operator-initiated actions, or manual steps to follow for problem resolution.
Solution	Opens the Solution sub menu for the selected event, enabling you to view the full documented solutions to help operators solve the indicated problem. To edit the solution, hover over the solution tile and click  Edit .
Application	Application that caused the event to occur.
Object	Device such as a computer, printer, or modem.
Automatic Action	<p>Indicates if an automatic action is attached to the event and describes its status using the following icons:</p> <ul style="list-style-type: none">  — Automatic action available for event  (spinning) — Automatic action is running ✓ — Automatic action executed successfully ✗ — Automatic action failed to execute successfully <p>Click Start to launch an automatic action. For more details, see "Actions"</p>

UI Element	Description
	<p>on page 68.</p>
<p>User Action</p>	<p>Indicates if a user action is attached to the event and describes its status using the following icons:</p> <ul style="list-style-type: none">  — User action available for event  (spinning) — User action is running  — User action executed successfully  — User action failed to execute successfully <p>Click Start to launch a user action. For more details, see "Actions" on page 68.</p>
<p>Annotations</p>	<p>Displays the annotations of the selected event. To add new annotations, click Create Annotation. The annotation is associated with the selected event on saving. To edit or delete annotations you created, click their entry in the list to open the Edit Annotation dialog box.</p> <p>For more information about annotations, see "Annotations" on page 70.</p>
<p>Custom Attributes</p>	<p>Displays the custom attributes of the selected event. To add new custom attributes, click Create Custom Attribute. The custom attribute is associated with the selected event on saving. To edit or delete custom attributes you created, click their entry in the list to open the Edit Custom Attribute dialog box.</p> <p>For more information about custom attributes, see "Custom Attributes" on page 73.</p>
<p>More details</p>	<p>Displays additional details about the event, including the event ID and type, the count of duplicate events, source information about the originating and sending server, forwarding information, and resolver hints.</p>
<p>More details > Source Info</p>	<p>Displays an overview of the information relating to the identification of the source CI of the received event.</p> <ul style="list-style-type: none"> • Original ID — Unique ID assigned to the original message by the message policy that generated the message. • Original data — Original event text as captured from Operations Agents before being formatted into an OMi message. • Match Information — Displays details of the policy that the event matched. • Originating Server — DNS name and IP address of the management server that forwarded the original OM event along the chain of servers configured in a flexible management environment.

UI Element	Description
	<ul style="list-style-type: none"> • Sending Server — DNS name and IP address of the last server in the OM flexible management chain that forwarded the event to OMi.
<p>More details > Resolver Hints</p>	<p>Displays the information relating to the identification of the node, source CI, related CI, and the ETI of the received event.</p> <ul style="list-style-type: none"> • Related CI Hint — Event information used to identify the CI related to the event. • HPOM Service ID — Service ID used to identify the service related to the event. • Matched Hints Count — Number of identified hints that matched the selected CI in the RTSM database. This value is presented as a proportion of the number of available identifiers extracted from the event. • Status — Provides information about the matches used for related CI resolution, and displays information about the match: Success confirms a successful match and displays the hint used. Unsuccessful CI resolution displays the hint that could not be resolved or indicates that no hint was available to assess. Confirms that a match was not possible and indicates the action taken, for example, Fallback to host. • ETI Hint — Used to identify the ETI for each CI. If ETI Resolution is successful, the ETI is assumed to be assigned to the CI, and this CI is given a higher match rating. • Node Hint — Hostname used to find a node in the RTSM. • DNS Name, IP Address, and Core ID — DNS name, IP address, and ID of the originating system. • Source CI Hint — Description of an OMi event attribute used to find the CI in the RTSM.
<p>More details > Forwarding Info</p>	<p>The Forwarding Info is available for events for which ownership was transferred to an external manager.</p> <ul style="list-style-type: none"> • External ID — ID assigned to the event by the external manager. The link opens the event in the external application that is responsible for managing the event. • Server — Node on which the external manager is hosted. • DNS Name — DNS name of the node on which the external manager is hosted. • Type — Specifies how an event forwarded to a certain server is handled. The options include: <ul style="list-style-type: none"> ◦ Notify — Target server receives original events but no further

UI Element	Description
	<p>updates</p> <ul style="list-style-type: none"> ◦ Notify and Update — Target server receives original events and all further updates ◦ Synchronize — Target server receives original events and all further updates and sends back all updates ◦ Synchronize and Transfer Control — Target server receives original events and updates and sends back all updates. Ownership of the event is transferred to the other server. Only OMi users with special permission are allowed to close the event after control is transferred, for example, an Administrator. <p>This option is available only if Enable synchronize and transfer control is enabled on the selected connected server. An operator may manually transfer control via the context menu of the Event Browser.</p> <ul style="list-style-type: none"> • State — Status of the Transfer Control request. The possible states are: <ul style="list-style-type: none"> ◦ Cancel Requested — For a transfer control request that is still in the queue for processing, a request was made to cancel the transfer of control. ◦ Forwarded — Control of the selected event was transferred to the selected external server. ◦ Queued — Request to transfer control of the selected event is in the queue for processing. • Rule — Forwarding rule used to transfer control of an event to an external application. • Queue Identifier — User who transferred control of an event to an external application. • Show Details in External Application — Opens the event in the external application that is responsible for managing the event.
More details >  Open Details	Opens the Event Details in a pop-up window and displays all available information about the event.
Forwarded to	Displays information for events for which ownership was transferred to an external manager. For example, if your organization uses HPE Service Manager as a central service desk, you can transfer control of events from the Event Browser to Service Manager. This is often the case when the OMi operator is not able to solve the problem and needs to assign the problem to an expert. Service Manager creates an incident and returns the Incident ID to OMi. This is displayed in the Forwarding tab with additional information about the event available from the external manager.






UI Element	Description
	Information displayed includes the current state in the controlling service and the control transfer state. You can stop a pending transfer request by clicking Cancel transfer control .












Footer

The footer of the Event Browser (HTML) shows a summary of the events' severity, priority, and assignment counts. You can modify what the footer should display by changing the settings in **Options > Footer**. For more information, see ["How to configure the footer" on page 111](#).

All of the displayed numbers change with your selection. Depending on the filter selection, some elements are displayed with a value of 0, for example, because they are excluded by a filter.

Note: If the displayed severity, priority, and/or assignment counts exceed 999, then the numbers are truncated, for example: 1000 is truncated to 1k, 10100 is truncated to 101k and so on.

UI Element	Description
42 events 42 (22 selected) 13 of 42 (7 selected)	<p>Number of total events, selected events, and filtered events.</p> <p>Example</p> <p>42 events This means that the total number of events is 42. No events are currently selected or filtered.</p> <p>42 (22 selected) This means that the total number of events is 42, and 22 out of these 42 are currently selected.</p> <p>13 of 42 (7 selected) This means that the total number of events is 42 but only 13 are displayed in the Event Browser due to your filter selection. 7 out of these 13 are currently selected.</p>
 (Critical) 3  (Major) 2  (Minor) 5  (Warning) 0  (Normal) 12	Number of events with the displayed severities.

UI Element	Description
 (Unknown) 0	
 (Highest) 1  (High) 6  (Medium) 10  (Low) 2  (Lowest) 3  (None) 0	Number of events with the displayed priorities.
 (assigned to me) 2  (assigned to my group) 3  (assigned to others) 2  (unassigned) 15	Number of events that are assigned to you, assigned to a group that you are a member of, assigned to others, or unassigned.

Keyboard shortcuts

You can use keyboard and/or mouse shortcuts to facilitate working with the Event Browser (HTML) component. You can use these shortcuts to interact with events, to arrange columns or to interact with dialog boxes.

Interact with events

With focus on a certain event, you can use the following keyboard and/or mouse shortcuts:

Keyboard and/or mouse shortcut	Description
Arrow keys (Up Arrow or Down Arrow)	Move to the next or previous event and select it.
Click	Select an event.
Ctrl+A	Select all events.
Ctrl+click on a selected event	Deselect the event.

Keyboard and/or mouse shortcut	Description
Ctrl+click on an unselected event	Add an event to the existing selection.
Ctrl+Shift+Home or End	Extend the current selection to the beginning or end of the event list.
Ctrl+Shift+Spacebar or Ctrl+Shift+click	Select a block of events from the focused event until the current target. Previously selected events are kept.
Ctrl+Spacebar or Ctrl+click	Select or unselect the focused event.
Ctrl+Up Arrow or Down Arrow	Move focus to the previous or next event.
Shift+Home or End	Go to the very beginning or end of the displayed events and select them.
Shift+Spacebar or Shift+click on an unselected event	Select events from the last focused event until the current target.
Shift+Spacebar or Shift+click on an event within a selected block	Unselect events until the current target.
Shift+Up Arrow or Down Arrow	Expand your selection by one row up or down.
Shift+Page Up	Select events from the current selection to the first event in the list.
Shift+Page Down	Select events from the current selection to the last event in the list.
Spacebar	Select the focused event.

Arrange columns

With focus on a column header, you can use the following keyboard and/or mouse navigation options to arrange the columns in the Event Browser (HTML):

Keyboard and/or mouse shortcut	Description
Ctrl+Left Arrow or Right Arrow	Change the column order by moving the selected column to the left or right.
Ctrl+Shift+Left Arrow	Pin the selected column.
Ctrl+Shift+Right Arrow	Unpin the selected column.
Ctrl+Spacebar or Ctrl+click	Sort by multiple columns (up to three), toggle the column sorting (ascending or descending), or remove the sorting.
Shift+Left Arrow or	Increase or decrease the column width.

Keyboard and/or mouse shortcut	Description
Right Arrow	
Spacebar	Sort by one column or toggle the column sorting (ascending or descending).

Interact with dialog boxes

When creating or modifying the annotation, custom attribute, title, description, or solution of an event, you can use the following keyboard and/or mouse navigation options to interact with the dialog boxes:

Keyboard and/or mouse shortcut	Description
Shift+Enter	Close the dialog and save the changes.

Chapter 8: Use the Actions pane

The Actions pane is used to display the actions that are available for the selected event, its related CI, or the node that hosts the CI. Actions include Tools, Run Books, Custom Actions, and Performance Dashboards. The Actions pane is used in the Event Perspective and the Health Perspective and can be added to custom perspectives.

To access

Open a perspective containing the Actions pane to display the list of known events and their associated actions:

Workspaces > Operations Console > <select a perspective>

Learn More

This section includes:

- ["Event-Related Actions" below](#)
- ["Custom Actions" on the next page](#)

Event-Related Actions

Events can contain event-related actions. If event-related actions exist, the following icons are displayed in the Event Browser in the A column and the U column:



— Automatic action is available



— User action is available

Operator-initiated actions and automatic actions are also displayed in the Actions tab of the Event Details pane.

Further icons indicate the status of the actions, including, starting, running, succeeded, and failed. For a complete overview of the icons and actions available, see ["Use the Event Browser \(HTML\)" on page 105](#).

You can execute these actions from either the Actions tab or the context menu of the event. The result of the action execution creates an entry in the History that is added to the event, if configured in the policy. It is also possible to stop an event-related action before execution completes.

Event-related actions for assigned and unassigned events require authorization to run. If you are not authorized to execute event actions, you still see the configured commands but you are not permitted to execute them.

Note:

Selecting multiple events in the Event Browser disables the Actions pane.

Actions that contain the `$OPC_GUI_CLIENT` and `$OPC_GUI_CLIENT_WEB` variables are not supported and are filtered out.

Custom Actions

Custom actions are script-based actions that can be executed on the selected event. You configure custom actions from the Custom Actions manager, where you set up scripts to run custom actions on events. For example, you can add a text string to certain events to make them easier to identify in the Event Browser. Available custom actions for an event are executed from the context menu.

Note: Only the attributes that can be edited in the Event Browser can be changed by the custom action scripts.

For more information about creating and managing custom actions, see the *OMi Administration Guide*.

Tasks

This section includes:







- ["How to Run an Action" below](#)
- ["How to Run an Event-Related Action" on the next page](#)
- ["How to Launch a Custom Action" on page 137](#)

How to Run an Action

1. Select an event.

The Actions pane displays the actions available for the selected event.

Action types are identified by the following icons:

-  — Automatic action (see also ["How to Run an Event-Related Action" below](#))
-  — Custom Actions (see also ["How to Launch a Custom Action" on the next page](#))
-  — Performance Dashboards (see also ["Performance Perspective" on page 286](#))
-  — Run Books (see also [Launching Operations Orchestration Run Books](#))
-  — Tools (see also ["Specify tools" on page 143](#))
-  — User action (see also ["How to Run an Event-Related Action" below](#))

Note: The maximum script and executable command length for tools is limited to 2500 characters including resolved parameters. If the script or command exceeds 2500 characters including parameters resolved during tool execution, an error message is displayed. Review the possible custom parameter values or contact the tool designer to reduce the script or command length.

2. Select an action from the Actions pane.



If the action does not require any further data, it is run immediately. If further data is required, for example for a Tool or a Run Book, the associated user interface is launched and a wizard guides you through the action launch.

Optional. Enter the Action name or part of the Action name in the **Search** field to reduce the list of displayed Actions. Similarly, select **CI** or **Node** to limit the list of displayed Actions to those that are applicable to either the related CI or the host Node.

How to Run an Event-Related Action

1. Select an event that includes event-related actions.

Actions are identified by the following icons displayed in the Event Browser in the **A** column and the **U** column:

-  — Automatic action is available
-  — User action is available

Further icons indicate the status of the actions, including, starting, running, succeeded, and failed. For a complete overview of the icons and actions available, see ["Specify tools" on page 143](#).

2. Select the **Actions** tab.

The action specification, target node, and the status of the available actions are displayed. A maximum of one automatic action and one user action is available for an event.

3. For the action that you want to run, select **Start**.

Alternatively, from the context menu for the event, select the appropriate action:

Right-click **Actions > Start**

The action starts, the status changes to *Running* and the associated action icon in the Event Browser changes to reflect this status.

After the action execution has completed successfully, the status changes to *Succeeded*. If the action did not execute successfully, the status is changed to *Failed*.

4. Select the **Annotations** tab for a summary of the executed action.

How to Launch a Custom Action

Select the Custom Action that you want to run on an event:

Right-click > Launch > Custom Actions > <select a custom action>

The selected custom action is launched in the context of the selected event.

UI Reference

Actions Pane

UI Element (A-Z)	Description
CI	CI related to the selected event.
Clear	Removes the currently applied search string and displays all applicable actions for the selected CI.
Event	Title of the event that provides a brief summary of the event.

UI Element (A-Z)	Description
Filter	<p>Used to reduce the number of actions displayed in the Actions pane by showing only those applicable to CIs or Nodes.</p> <p>All — Shows all applicable actions for the selected event.</p> <p>CI — Shows actions that can be run on the CI related to the selected event.</p> <p>Node — Shows actions that can be run on the Node related to the selected event.</p> <p>Source CI — Shows all actions that can be run on the source CI of the received event.</p>
Node	Host name to which the event is related.
Search	Used to reduce the number of actions displayed in the Actions pane by showing only those that match the entered search string.

Tips and Troubleshooting

How to Recover the Confirmation Dialog Box

When you run a custom action or a user action, or when an automatic action starts, a dialog box displays asking you for confirmation. This dialog box can be avoided by selecting the **Don't show this dialog again** check box. To recover the confirmation dialog box, you must clear your browser's local storage.

Chapter 9: Browse CIs with the CI Explorer

The Configuration Item (CI) Explorer component displays a list of CIs based on their CI type. This component is used for browsing CIs and is especially useful when browsing through CIs that belong to different views. It enables you to search directly for the CIs without switching between these views. By default, CI Explorer lists all CIs related to the Node CI type, but you can select any other CI type for the search to be performed.

The interaction between the CI Explorer and the information presented in other components on a page varies according to the context. For example, when you select one or more CIs from the list, a filter is automatically applied to other components which display the specific data related only to the selected CIs. You can then use this data to compare multiple CIs.

To access


- **Workspaces > Operations Console > <select a perspective>**
- You can also create your own pages and include this component. For details, see "[Set up My Workspace](#)" on page 243.

Learn More

This section includes:

- "[Multiple selection](#)" below
- "[Permissions](#)" on the next page

Multiple selection

You can select multiple CIs, which is useful, for example, for comparing CIs. You can do this by clicking  **Multiple selection**, which divides the pane into SELECTED CIS and AVAILABLE CIS parts. When you select a CI from the AVAILABLE CIS list, it is automatically displayed in the SELECTED CIS part. Meanwhile, you can change the CI type in the Options panel and continue with adding new selected CIs from this type to the already existing selected CIs. To deselect a CI, just click it in any of the lists.

Permissions

To browse through CIs by using CI Explorer, the user must have the appropriate permissions. To set permissions:

1. Navigate to:
Administration > Users > Users, Groups, and Roles
Alternatively, click [Users, Groups, and Roles](#).
2. Select **Manage Roles** in the Roles frame.
3. Open the Role Editor for the desired role, and then expand the RTSM>RTSM CIs permissions.
4. Select the **Browse CIs** check box to set the permissions for this role.

Tasks

This section includes:

- ["How to Search for CIs" below](#)
- ["How to Select a CI Type" on the next page](#)
- ["How to Enable the Dark Theme" on the next page](#)


How to Search for CIs

You can search for CIs in one of the following ways:

- By listing the CIs of a CI type that is selected in the Options panel (or the Node CI type, by default)
The displayed list shows 100 CIs, and there is a link to the next 100 CIs that belong to the selected type at the bottom of the page.
- By typing in the Search field a desired CI or any keyword that occurs in the CI name for which you are searching for.


All of the CIs that match or contain the typed text pattern are displayed.

How to Select a CI Type

You can search for CIs from any of the CI types in the CI type tree. To select a CI type, click 


Options to open the Options panel and then perform one of the following:

- Select the desired CI type from the CI type tree in the Options panel.
- In the Search field, type a CI type name. You can type any keyword that occurs in the CI type name and then select the desired CI type from the list of all matching CI types that is displayed. The CIs of the selected type and its descendants are listed in the CI Explorer.

To close the Options panel, click outside it in the CI Explorer area or click  **Close** button.

How to Enable the Dark Theme

To change the appearance of the CI Explorer component and use the dark theme, follow these steps:

1. From the  **Component Menu** drop-down list, select **Preferences**. The CI Explorer Preferences window opens.
2. Select the **Use Dark Theme** check box, and then click **OK**.

UI Reference

Keyboard shortcuts

You can use the following keyboard shortcuts in CI Explorer:

Keyboard shortcut	Description
Up Arrow	Moves the focus to the previous CI that is visible in the list.
Down Arrow	Moves the focus to the next CI that is visible in the list.
Home	Moves the focus to the first CI that is visible in the list.
End	Moves the focus to the last CI that is visible in the list.
Spacebar	Toggles the selection of the focused CI.
Enter	Selects only the focused CI and leaves all other CIs unselected.

You can use the following keyboard shortcuts in the CI type tree that is available in the Options panel :

Keyboard shortcut	Description
Up Arrow	Moves the focus to the previous CI type that is visible in the CI type tree.
Down Arrow	Moves the focus to the next CI type that is visible in the CI type tree.
Left Arrow	Collapses the focused CI type if it is expanded. Otherwise, moves the focus to the parent CI type.
Right Arrow	Expands the focused CI type if it is collapsed. Otherwise, moves the focus to the first child CI type.
Page Up	Moves the focus to the nth previous CI type that is visible in the CI type tree. In this instance, n is the number of CI types that are visible on the screen.
Page Down	Moves the focus to the nth next CI type that is visible in the CI type tree. In this instance, n is the number of CI types that are visible on the screen.
Home	Moves the focus to the first CI type that is visible in the CI type tree.
End	Moves the focus to the last CI type that is visible in the CI type tree.
* (asterisk)	Expands all CI types that are under the focused CI type.
/ (slash mark)	Collapses all CI types that are under the focused CI type.
+ (plus sign)	Expands the focused CI type.
– (minus sign)	Collapses the focused CI type.
Spacebar	Toggles the selection of the focused CI type.
Enter	Selects only the focused CI type and leaves all other CI types unselected.
Ctrl	Preserves the selection made. This means that by holding down this key and using the arrow keys at the same time, the original selection does not change even though the focused CI type changes. To change the selection, Spacebar or Enter must be used.
Shift	Selects a range of CI types. This means that by holding down this key and using the arrow keys at the same time, the range of CI types can be selected from the CI type that is selected first.

Chapter 10: Specify tools

You can specify tools, for example, to ping a system. These tools are launched from events, from configuration items (CIs), or from the Actions pane and run on the associated CI or node. Tools are designed to help users solve common problems quickly and efficiently.

The available tools are displayed in the context menu of events, the Run Tool wizard, or the Actions pane. The selection of tools a particular user sees depends on the tools that are available for the CI affected by a particular event.

For more information about using the Tools manager to configure tools, see the *OMi Administration Guide*.

Learn More

This section includes:

- ["Tools and CI Types" below](#)
- ["Launching a Tool on Multiple CIs or Nodes" on the next page](#)

Tools and CI Types

Tools are associated with a particular CI type, for example, Node or Net Device. When you run a tool, you run it from one or more events associated with CIs of the types for which the tool is specified. (You can also run a tool directly on one or more CIs.)

The name of the CI associated with the event is displayed in parentheses alongside the tool in the tools list:

- **(CI)**—impaired CI where the event occurred.
- **(Node)**—host system where the event occurred.
- **(Source CI)**—host system where the monitoring agent or probe is running.

The selected tool runs on the CI of your choice. If required, the tool also retrieves any runtime parameters from the CI. For example, the tool Ping (Node) runs on the node where the event occurred and also retrieves runtime parameters from the node.

Launching a Tool on Multiple CIs or Nodes

In the context of a single event, available tools are displayed in the **Launch > Tools > <tools>** context menu and the Actions pane. Selecting a tool starts the Run Tool wizard, which you use to launch the tool and to evaluate the tool results. The tool is run on the target defined in the tool, for example the related node CI of the selected event. You can also launch a tool in the context of a single CI by selecting it in the View Explorer and clicking **Launch Tool** in the context menu.

To launch a tool on multiple CIs or nodes in parallel, select the events in the Event Browser or the CIs in the View Explorer. You can select multiple items by holding down the **Ctrl** or **Shift** key while selecting them. Clicking the **Launch > Tool** context menu opens the Run Tool wizard in which you select the tool, launch it, and view its results.

Note:

When you launch a tool on multiple events or CIs, OMi shows only those tools that are associated with a CI type common to all selected events or CIs.

URL tools can only be launched on a single CI or event. They are excluded from the list of available tools when multiple CIs or events are selected.

Tasks

How to Launch a Tool

In this task, you learn how to launch a tool that is configured for a particular CI type. Tools are displayed in the context menus.

Note: Tools, custom actions, performance dashboards, and OO Run Books available for a selected event are also displayed in the Actions pane of a perspective.

1. Open the Event Browser to display the list of known events:
Workspaces > Operations Console > <select a perspective>
2. In the View Explorer pane, select a view containing the CI type with the tool you want to start.
3. To open the Run Tool wizard, make one of the following selections:

- Right-click an event in the Event Browser and select a tool in the Actions pane. For details on the Actions pane, see ["Use the Actions pane" on page 134](#).

- Right-click an event in the Event Browser and select:

Launch > Tools > <select a tool>

- Select and right-click multiple events in the Event Browser and select:

Launch > Tool

- Right-click one or more CIs in the View Explorer and select:

Launch Tool

The Run Tool wizard opens.

4. If you opened the Run Tool wizard in the context of multiple events or CIs, select the tool you want to launch in the **Select Tool** page.

Tip: Enter the tool name or part of the tool name in the **Search** field to reduce the list of displayed tools. Similarly, select **CI**, **Node**, or **Source CI** to limit the list of displayed tools to those that apply to the related CI or the host node.

If the tool does not require additional information, you can launch the tool directly from the **Select Tool** page by clicking the **Run Tool** button.

If the tool requires any additional information, for example to resolve parameters, click **Next** and type the required information in the **Specify Parameters** page.

5. To run the selected tool, click **Run Tool** in the **Preview** page.

For scripts and executable commands, the **Execution Result** page opens and displays the output of the tool execution.

For URL launches, the target is opened in a browser.

Additional options in the **Execution Result** page include:

- Click the **Stop Tool** button to stop the execution of the tool. All processes initiated by the tool are stopped.
- Use the **Rerun Tool** button to run the tool again if the first execution failed, did not yield the desired results, or was stopped.
- Click the **Word Wrap** button to make sure that all output text is displayed within the output pane.
- If the **Execution Result** page contains multiple execution results, you can sort and filter the

results for better handling. To sort the results, click the **Hostname** or **Status** columns. To filter the results by status, click the status link to the right of the status icon.

6. *Optional.* Copy the execution results to the clipboard for further investigation or archiving. The results are deleted once the Run Tool wizard is closed.

For scripts and executable commands, after the tool is run, click **Close**.

Troubleshooting and Limitations

This section provides help for troubleshooting problems concerning the launch and use of OMi tools. For more information about troubleshooting tool configuration and availability, see the *OMi Administration Guide*.

No tools display

- No tools are available for the selected type of CI or the CI associated with the selected event.
- The selected event does not contain Related CI, Node, or Source CI information.

Tool does not run

- The tool depends on external resources such as network or Internet connectivity that are not currently available.

Tool error: Cannot open file for temporary use

- The following error indicates that two or more tools of the type script are launched in parallel on the same host:

```
Open(2) failed; cannot open file for temporary use
```

Problem: When a script tool is launched, it first stores the execution information in a temporary file on the host. When two or more script tools are launched in parallel, they all try to access the same temporary file, which results in the above error for some of the tools.

Workaround: Launch script tools sequentially, not in parallel.

Chapter 11: Define and manage views

The configuration item (CI) model in the configuration management database can be very large, holding thousands of CIs. A view enables you to build a subset of the overall CI model, containing only those CIs relating to a specific area of interest. You can define your own views to display only the information that is relevant to your organization's business needs.

Learn More

This section includes:

- ["Filtering By Views" below](#)
- ["Managing Views" below](#)
- ["Mapping Views" on the next page](#)
- ["Service Health View Bundle" on the next page](#)

Filtering By Views

Views for OMi help you to limit the CIs displayed in the View Explorer. OMi filters the contents of the Event Browser in the Event Perspective and the Health Perspective according to the selected view.

Administrators can also configure users and groups so that you can see only the events filtered by views associated with that user or group. You can also allow users or groups to deselect the selected view and display all events. For details, see the *OMi Administration Guide*.

For more information, see [Filtering by Views and View-Based Authorization](#).

Managing Views

To configure and modify views, use the Modeling Studio:

Administration > RTSM Administration > Modeling > Modeling Studio

Alternatively, click [Modeling Studio](#).

You can also modify existing views to change, increase, or decrease the amount and type of information displayed. You can exchange the views between instances of OMi using the Import and Export features of the Content Packs manager.

OMi Management Packs provide views that group configuration items into sets that help you to perform your tasks more efficiently.

Mapping Views

A view displays a subset of the overall ConfigurationItem model, for example, only those CIs that relate to a specific area of interest. Selecting a view enables you to refine both the type and the amount of information displayed, for example, in the CI Tree or the Health Top View pane.

You can map views to configuration item types. The mapped views appear in the Selected Views list displayed in the Health Top View pane of the Health Perspective tab. For more information about the contents of Health Top View and the Selected Views list, see ["Health Top View Component" on page 181](#).

You can exchange the view mappings that you configure between instances of OMi using the Import and Export features of the Content Packs manager.

Note: Only users with the appropriate access permissions can use the Administration features.

Service Health View Bundle

Certain views defined in the RTSM are not available by default in OMi, because these applications filter for a view bundle named **service health**. To display a view that is not visible in OMi, open the view in RTSM administration or in the Service Health View Builder, and assign the view to the **service health** bundle. For details on bundles, see the *Modeling Guide*.

Chapter 12: Monitor health

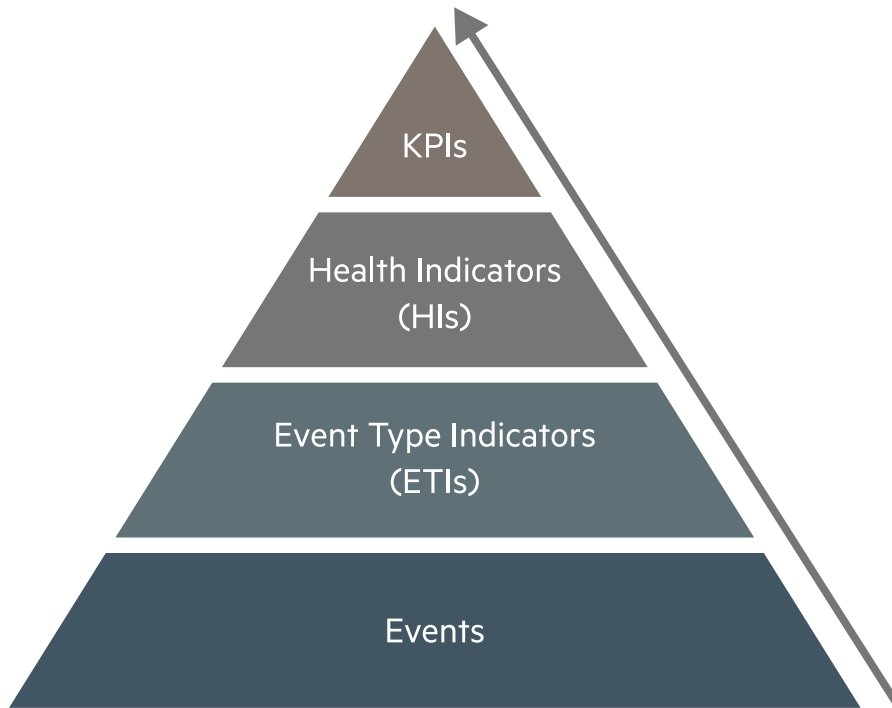
OMi enables you to monitor the availability and performance of the applications and services in your organization. You can keep track of your applications' and services' health, and OMi informs you about problems it detects.

OMi uses data collected by HPE applications, such as OM and Operations Agent, as well as data collected from external monitoring tools. Events are displayed based on the collected data received from a range of environments, including Cloud, ERP, Web, and SAP, and from a range of back-end infrastructure components, including web servers, J2EE applications, databases, and network and storage devices.

The collected and aggregated data is used by health indicators (HIs) and key performance indicators (KPIs) to provide quantifiable measurements that help you monitor how well your business is achieving objectives. The KPIs and HIs provide assessment of the present state of your business and processes, enable you to track critical performance variables over time, and help you assess the business impact of problems in the system.

At the top level, OMi provides an integrated view of critical applications and business processes; from there, you can drill down to the underlying IT infrastructure associated with these critical business processes. This drill-down view can be laid out in any number of ways, such as by data centers, by technology clusters, by geographical locations, and so on.

The following graphic shows how the basic Service Health components impact each other:



KPIs (key performance indicators) represent the overall status of CIs. A CI's status is driven by the worst status of all KPIs. They are high-level indicators of CI performance and availability. Based on business rules, the KPI status is calculated by using the statuses of one or more HIs, one or more KPIs, or a combination of both.

Example

A software application CI has multiple KPIs assigned, including a `Software Availability` KPI. This KPI can be used to represent the up or down status of all running software CIs.

HIs (health indicators) are fine-grained measurements that reflect the state of a CI based on a particular operating characteristic. A change in a health indicator state can affect the KPI status, as well as the ETI status of a CI.

ETIs (event type indicators) are categorizations of events. As multiple data collectors may send event samples regarding a single event to OMi, events are generalized into a common type.

Once an event arrives in OMi, it is mapped to a CI, and subsequently to an ETI. If configured, the HI values are attached to the CI and the CI's KPI status is calculated based on those HIs. In the last

step, the event correlation is calculated based on topology-based event correlation (TBEC) rules, and the event is displayed in the OMi Event Browser.

Event Type Indicators

Event type indicators (ETIs) are attributes of OMi events used to categorize events according to the type of occurrence in the managed IT environment.

To set event type attributes, you can specify the `ETI Hint` value in the OMi Monitoring Automation policies. In OM, you can alternatively configure events to include the custom attribute `ETIHint` to set event type attributes. If the custom attribute is not configured, event type attributes can be set by indicator mapping rules. If adequate information is not available, no ETI is set.

After defining appropriate topology-based event correlation (TBEC) rules, events are correlated based on the ETIs. The correlation rules relate types of events that can occur on the CI, or on a related CI.

Learn More

ETI Characteristics

ETIs are characterized by the following:

- Categorize type of event to abstract multiple event sources.
- ETIs consist of at least one value. This value is used to describe the event occurrence in the environment, for example, an ETI could read: `System restart: Occurred`. Usually, you do not need to set any values for such ETIs because, as a convenience, one value is created that is called `Occurred`.
- ETIs are structured according to a `name:state:value` format. For example, an indicator could be: `CPUload:Bottlenecked:100`, with `CPUload` being the name, `Bottlenecked` being the state, and `100` being the value. The state `Bottlenecked` is mapped to a severity, for example `Critical`. Note that, as explained in the example above, some ETIs only consist of the name and state, without a value.
- Events contain an ETI attribute. ETIs do not exist as instances in their own right. An ETI Hint in an event is resolved to an ETI if the ETI has been defined in OMi for a CI type and the event has a related CI of the same CI type (or a child CI type) as defined for the ETI.

- ETIs without a corresponding HI are not shown within the Health Indicators pane.
- No manual reset necessary. An ETI is just an event attribute.

A configuration item inherits ETI assignments, including HIs, from its parent configuration item type. For example, ETIs assigned to the configuration item type `Database` also apply to the configuration item type `Oracle` and are applied to any Oracle Database configuration items.

Tasks

How to View Event Type Indicators

1. Open the Indicators manager:

Select an event in the Event Browser, open the context menu and select:

Configure > Event Type Indicators

2. In the CI Types pane, select a CI type.
3. In the Indicators pane, select an indicator.

Details of the selected indicator are displayed in the Details pane.

Health Indicators

Health indicators (HIs) determine and display the health of specified aspects of a monitored CI. An HI is an event-driven monitor that uses one value to represent the normal state of the CI, for example, `System:Running`. One or more additional values are used to represent any abnormal states, such as `System:Stopped`. In this way, health indicators are used to show if a hardware resource is available and responding.

Health indicators can also display the state of a software application. For example, the possible states of a database server could be specified as: `Available`, `Starting` or `Stopping`. Health indicators can also be used to show the usage of a software application, for example, whether the load is `Normal`, `High`, or `Max. Exceeded`.

Only events that provide CI state information can set an HI. Health indicators are assigned to a specific configuration item type. OMI sets indicators automatically using event attributes or indicator mapping rules.

Although HIs can affect the status of a KPI, this is not always the case. For example, the HI `Number of open sessions:2` contains information about an application, but it does not reflect what the CI's normal state is or if the number of open sessions is good or bad.

Learn More

Mapping Rules

Mapping rules can be used to match attributes of incoming events to defined health indicator values, such as `Low` or `High`, for a given configuration type. For example, you can define an HI to display the health of the CPU load on UNIX systems (CI type: **Infrastructure Element > Node > Computer > Unix**). When an event reporting `Low` or `High` CPU load is received, the appropriate health indicator value is set.

Tasks

How to Reset Health Indicators

Resetting an HI is a way of returning an object's severity status to a defined default value such as `Normal`.

Note: Resetting an HI is not usually necessary and should be performed in exceptional circumstances only, for example, when OMi does not reset it automatically.

1. Open the Event Browser:
Workspaces > Operations Console > <select a perspective>
2. In the Event Browser pane, right-click the event you want to close and for which you want to reset the health indicator.
3. In the context menu that displays, select **Close and Reset Health Indicator**.

HI-based KPI calculations

HIs provide the data that a KPI needs to calculate the availability and performance of monitored resources. The KPIs use calculation rules to collate the values from multiple health indicators and set a severity status on the KPI for a specific CI, such as: *Critical*, *Major*, *Minor*, or *Normal*. For example, a Software Performance KPI for a database can include multiple health indicators concerning the cache-hit ratio (0, 50, 00%), the length of query queues (*Empty*, *Full*), and response times (#ms) to determine the overall software performance.

The color of each KPI reflects the KPI's current severity status. The severity status is determined by a business rule, which specifies how and when severity status propagates up a relationship chain. One resource with a critical problem does not mean that all dependent resources are, by definition, also critical. KPIs can use data from multiple sources to determine the overall effects up and down dependency chains and determine the severity status accordingly.

Note: The type of source determines the importance of the information provided. For example, live data from a monitor running directly on a node is considered more important than data resulting from business rules, which base calculations on KPI relationships and dependencies. This means that KPI states propagated by a business rule may be overridden by KPI states calculated from HIs directly on the CI.

KPIs related to the CI of a selected event are displayed in the Health Indicators pane of the Health Perspective tab. In the Health Top View, KPIs appear under the monitored object to which they belong. Additionally, you can use the 360° View page to display a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses.

For a list of all Service Health components, see ["Service Health Components" on page 159](#).

Learn More

This section includes:

- ["KPIs for Health-Based Data" on the next page](#)
- ["KPIs for Event-Based Data" on the next page](#)

KPIs for Health-Based Data

As an example, the following KPIs use health-based data:

- Software Performance KPI

Performance-related data from health indicators can include values for the hit ratio in the database cache, server connection speeds, queue lengths, or database query processing times. This example describes health indicators that are specific to the database configuration item type. Other configuration item types have different health indicators.

- System and Application Availability KPI

Availability-related data can include server run states (up, down, starting, stopping) or process activity (refusing, accepting connections, not responding).

KPIs for Event-Based Data

There are two additional KPI types that use event data for Unassigned or Unresolved events and are attached by default to every configuration item. Unassigned KPIs concern events with an underlying problem that has not yet been allocated to any user for investigation. Unresolved KPIs concern events with underlying problems that are not yet fixed.

Note: Unassigned, event-based KPIs are, by definition, also unresolved.

If an unassigned or unresolved KPI references data from more than one event, the color of the KPI reflects the severity status set by a business rule. The business rule associated by default with unassigned and unresolved KPIs is the Operations Event Lifecycle Group Rule, which sets the status of the KPI to the highest severity of any events associated with the related configuration item. For example, if a KPI for an unassigned event refers to one critical and four normal events, the KPI appears red to reflect the critical event. Also, the KPI value is displayed as 1 which is, by default, the number of the highest severity events.

Note: There is no propagation from child CIs.

Tasks

This section includes:

- ["How to View KPI Business Rule Settings" below](#)
- ["How to View HI-based Key Performance Indicator Details" below](#)

How to View KPI Business Rule Settings

In this task, you learn how to find out which business rule OMi applies to set the severity of a KPI. KPIs use the data provided by one or more health indicators to set a specific severity status for a monitored object. A KPI business rule specifies how the status of dependent KPIs is combined and the result used in the calculation of a parent KPI's severity.

1. Open the Health Perspective tab:

Workspaces > Operations Console > Health Perspective

Alternatively, click [Health Perspective](#).

2. In the Event Browser pane, select an event.

The CI related to the event and its direct neighborhood CIs are displayed in the Health Top View.

3. In the Health Top View pane, hover over the CI for which you want to view the KPI business rule, and then click the **Open CI Context** button that appears on the right.

In the CI context menu, click the **KPIs** area and check the value of the entry Business Rule to see which business rule was used to set the severity status (for example, Worst Status Rule).

How to View HI-based Key Performance Indicator Details

In this task, you learn how to list and view the details of a KPI.

1. Open the Health Perspective tab:

Workspaces > Operations Console > Health Perspective

2. In the Event Browser pane, select the event for which you want to view KPI details.

3. In the Health Indicators pane, point to the status icon of the KPI for which you want to display details. Details of the KPI, such as Status, Business Rule name, Last Status Change date, are displayed in a pop up dialog box.

Drilldown to SiteScope

When SiteScope monitors are used to set the status of a configuration item (CI), you can drill down from the CI (or from a health indicator (HI) on the CI) to a SiteScope monitor that contributes to the HI's status.

Tasks

1. Access menu commands from a CI or HI in a My Workspace page or component, for example 360° View, Top View, View Explorer, or Health Indicator. Select **Go to > SiteScope**. The SiteScope UI opens directly to the parent group of the relevant monitor.

If monitors from multiple groups contribute to the CI's or HI's status, the **Drilldown to SiteScope** dialog box opens. Select the monitor to which you want to drill down and open it in SiteScope.

The **Drilldown to SiteScope** dialog box displays the following hierarchy:

- The root level shows health indicators.
If you open the dialog box for a CI, one or more HIs that contribute to the CI's status are listed. If you open the dialog box for an HI, this HI appears as the root.
- The level below the root shows the SiteScope systems (connected server name) that have monitors contributing to the HI.
- The lowest level shows the SiteScope monitors that contribute to the HI.

Note: In the **System Monitors** view, if you select **Go to > SiteScope** from a monitored CI, SiteScope opens to the monitor's parent group. If you select this from a group CI, SiteScope opens directly to the group.

2. Select a SiteScope monitor, and click **Drilldown**. SiteScope opens to the parent group of the selected monitor.

For details on working with SiteScope, see the *SiteScope Help Center*.

Find visible and hidden child CIs

A CI's child CIs can be specified as included (visible) or excluded (hidden) in a specific view. The status of any child CI, visible or hidden, has an impact on the status of its parent CI in any view where the parent CI appears. For details on including or excluding child CIs, see the *Modeling Guide*.

To access

Within a Service Health component such as the Hierarchy component, right-click a CI and select the **Show > Find Visible and Hidden Child CIs** option, to show the visible and hidden child CIs that appear in the RTSM.

Note: Hidden child CIs are only displayed if they have KPIs.

Learn More

Example

Use the **Find Visible and Hidden Child CIs** option to list all of the child CIs of the selected CI in the RTSM. After the list of child CIs is displayed, you can search for the views the child CI belongs to and then display the child CIs details in the specific view.

For example, you might have the situation where, in a specific view, the Application Availability KPI's status of the parent CI's is *Critical* while the Application Availability KPI's status of the CI's child CIs are *OK*. When this happens, you would like to know what caused the status of the Application Availability KPI to be *Critical*.

Find Visible and Hidden Child CIs page

The Find Visible and Hidden Child CIs page displays the following information:

- The name of the selected CI, whose child CIs you want to list, the CI's KPIs, and their status in the current view.
- A list of the child CIs (visible and hidden) that appear in the RTSM, their KPIs and their status. In the **Visible** column, a checkmark indicates that the child CI is visible in the view and an X indicates that the child is hidden in the view.

Chapter 12: Service Health Components

The following section describes available Service Health components.

To access

Workspaces > My Workspace

Alternatively, click [My Workspace](#).

In My Workspace, click the **Components**  button.

- **Important Information:** To open a component in My Workspace, select a component and drag it to your page.
- **Relevant Tasks:** ["Set up My Workspace" on page 243](#).
- For information on components, see ["Add components to a page" on page 244](#).
- For information on My Workspace, see ["Monitor your environment with My Workspace" on page 219](#).
- For information on wiring, see ["Set up wiring between components" on page 252](#).

Learn More

Business Impact

Displays business CIs and SLAs that are impacted by the selected CI.

For details, see ["Business Impact Component" on page 161](#).

Changes and Incidents

Displays the incidents opened for the selected CI, as well as planned changes and actual changes made to the CI.

For details, see ["Changes and Incidents Component" on page 164](#).

Custom Image

Displays a user-defined custom image that describes the real world that a view represents, with the view's CIs represented by real-time status indicators in the image.

For details, see ["Custom Image component" on page 169](#).

Geographical Map

Displays, on a geographical map, real-time status indicators at the geographical location assigned to the view's CIs. The status indicator shows the worst status of the CIs at the geographical location.

For details, see ["Geographical Map Component" on page 170](#).

Health Indicators

Displays details regarding the health indicators that are used to calculate and set the current status of a selected CI.

For details, see ["Health Indicators Component" on page 178](#).

Health Top View

Displays the topological view of the CIs affected by the event selected in the Event Browser pane or the topological neighborhood of the CI selected in any of the wired components on the same page.

For details, see ["Health Top View Component" on page 181](#).

Hierarchy

Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. If you select a CI within the Hierarchy component you can see its detail links. When you click the detail links, you can access additional components which provide comprehensive data regarding the CI.

For details, see ["Hierarchy Component" on page 187](#).

KPI Over Time

The KPI Over Time dashboard enables you to view the statuses and status summaries of selected KPIs and CIs over time. The dashboard lets you choose from a number of widgets to survey historical KPI status data and the health of the monitored environment at a glance.

For details, see "[KPI Over Time Dashboard](#)" on page 270 and "[Working with the KPI Over Time Dashboard as a Component](#)" on page 274.

Top View

Displays CI bars that represent real-time IT performance metrics mapped onto business applications, linked by lines that represent relationships between CIs.

For details, see "[Top View Component](#)" on page 201.

View Explorer

Displays a list of views and their CI hierarchies. The component enables you to select a view and browse through its CI hierarchy, or to search for a CI in the selected view.

For details, see "[View Explorer Component](#)" on page 210.

Watch List

Displays a high-level health overview of important CIs, from multiple views.

For details, see "[List Component](#)" on page 215.

Business Impact Component

When you select a CI, the Business Impact component shows the KPI Over Time data for the CI and the business CIs that the selected CI impacts. In addition, the business impact of the CIs is indicated, using a rating from zero (no impact) to 5 (high impact).

Tip: This rating shows how much of an impact the selected CI has on the business CIs and SLAs in your monitored environment, helping you to prioritize your tasks when problems are detected.

To access

- **Workspaces > Dashboards > 360° View**

Alternatively, click [360° View](#).

Select a CI, and click the **Business Impact** link.

- You can also add this component to a user-defined page, together with a component where you can select CIs (for example, Top View). For details, see ["Set up My Workspace" on page 243](#).

Note: The Business Impact bar is not visible by default in Service Health application components. For details, see the *OMi Administration Guide*.

Learn More

The Business Impact Rating

By default, the business impact rating is based on the criticality of impacted business CIs, and the number of impacted business CIs and SLAs. You can assign each of these metrics relative weights and thresholds.

The Business Impact component shows the following CI types (CITs), if they have an **Impact** relationship with the selected CI: BusinessService, BusinessProcess, and BusinessApplication.

For details on modifying how business impact is calculated, see the *OMi Administration Guide*.


Tasks

This section includes:

- ["How to Select CIs for Display in the Business Impact Component" below](#)
- ["How to Modify Duration Settings" on the next page](#)
- ["How to Modify Refresh Rates" on the next page](#)



How to Select CIs for Display in the Business Impact Component

If your workspace contains a component where you can select CIs (such as View Explorer, CI Explorer, Top View, or Hierarchy), and also contains the Business Impact component, you can select a CI to display its business impact.

If you are using the Business Impact component independent of other components (on a user-defined page), you can select a CI from within the component itself. Click the  **Configure Component** button in the Business Impact component toolbar, and then click **Configuration Items**. Open a view within the Configuration Items dialog box, and select a CI to display its business impact data.


How to Modify Duration Settings

By default, the Business Impact component displays data for the previous week. You can change this setting to previous week, day, or hour (up to the current time).

- If you are using the Business Impact component outside of the 360° View page, click the  **Configure Component** button in the Business Impact component toolbar, and enter the new duration setting in the **Time Period** field.
- If you are drilling down to Business Impact from the Hierarchy component, click the  **Configure Component** button in the Hierarchy component toolbar, and enter the new duration setting in the **Time Period** field. This setting is shared by all of the Hierarchy CI detail drill-downs.

How to Modify Refresh Rates

By default, the component is refreshed every five minutes.

You cannot modify refresh rates of the out-of-the-box pages; however you can create a user-defined page with the components you need, and modify their refresh rates using the  **Component Menu** button on the component toolbar. Select **Preferences**, and change the refresh rate as needed.

UI Descriptions

Business Impact Rating Area

User interface elements are described below:

UI Element (A-Z)	Description
Business Impact (Low to High)	<p>This bar indicates the CI's business impact, using a rating from zero (no impact) to 5 (high impact). The rating shows how much of an impact the CI has on the business CIs and SLAs in your monitored environment.</p> <p>By default, the rating is based on the criticality of impacted business CIs. Within RTSM, each CI can have a Criticality attribute defined, with a value of 1-5. If a CI has an impact on one or more CIs which have this attribute defined, the CI's business impact rating is the worst criticality of the CIs that it impacts.</p>

UI Element (A-Z)	Description
	You can customize which metrics are used to calculate this rating. For details, see the <i>OMi Administration Guide</i> .

Impacted Businesses Area

User interface elements are described below:

UI Element (A-Z)	Description
Current Status	The worst status of the KPI assigned to the impacted CI.
Name	The name of the impacted CI.
Past <Hour/Day/Week>	The status of the impacted CI over a predefined time period (default: Past week). Tooltip: The tooltip displays a text string containing the name of the status, and the percentage of time that the KPI held this status.
Type	CI type of the impacted CI.

Changes and Incidents Component

The Changes and Incidents component enables you to see the incidents opened for the CI selected in the active view, as well as requests for change and actual changes made to the CI.

To access

- **Workspaces > Dashboards > 360° View**

Alternatively, click [360° View](#).

Select a CI, and click one of the following: **Actual Changes**, **Planned Changes**, or **Incidents**.

- You can also add this component to a user-defined page, together with a component where you can select CIs (for example Top View). For details see "[Set up My Workspace](#)" on page 243.

Learn More

This section includes:

- ["Incidents and Requests for Change" below](#)
- ["Actual Changes" below](#)
- ["Available CI Types" below](#)

Incidents and Requests for Change

Information on incidents and requests for change is collected from RTSM Federation Adapters. Federation adapters may be set up within OMi (such as the out-of-the-box adapter History Data Source), or outside OMi (such as Service Manager).

- For details on developing federation adapters, see the *RTSM Developer Reference Guide*.
- For details on the integration with Service Manager, see the *OMi Integrations Guide*.

Actual Changes

Information on actual changes is collected for CIs on the local machine, directly from RTSM. The types of changes displayed are History Attribute Change, and History Relation Change.

- Attribute changes are displayed for each attribute marked as Change Monitored.
- Relationship changes are displayed if a relationship has been defined with a **TRACK_LINK_CHANGES** qualifier.

Available CI Types

By default, incidents and requests for change are displayed for the following CI types: Business Service, Siebel Application, Business Application, Node. If you want to view change and incident information for other CITs, see the *OMi Administration Guide*.

Tasks

This section includes:

- ["How to Select CIs for Display" below](#)
- ["How to Modify Duration Settings" below](#)
- ["How to Modify Refresh Rates" below](#)

How to Select CIs for Display

If your workspace contains a component where you can select CIs (such as View Explorer, CI Explorer, Top View, or Hierarchy), and also contains the Changes and Incidents component, you can select a CI to display its related changes and incidents data.

If you want to use the Changes and Incidents component independent of other components, you can select a CI from within the component itself. Click the **Filter** button in the Changes and Incidents component toolbar, and then click **Configuration Items**. Open a view within the Configuration Items dialog box, and select a CI to display its changes and incidents data

Note: By default, data is also displayed for the child CIs which have an **Impact** relationship with the selected CI. If you deselect the **Show data for child CIs** check box, data is only shown for the selected CI.

How to Modify Duration Settings

By default, the Changes and Incidents component displays data for the previous week. You can change this setting to previous week, day, or hour (up to the current time).

- If you are using the Changes and Incidents component outside of the 360° View page, click the **Configure Component** button in the Business Impact component toolbar, and enter the new duration setting in the **Time Period** field.
- If you are drilling down to Changes and Incidents from the Hierarchy component, click the **Configure Component** in the Hierarchy component toolbar, and enter the new duration setting in the **Time Period** field. This setting is shared by all of the Hierarchy CI detail drill-downs.

How to Modify Refresh Rates

By default, the component is refreshed every five minutes.

You cannot modify refresh rates of the out-of-the-box pages; however you can create a user-defined page with the components you need, and modify their refresh rates using the **Component Menu** button on the component toolbar. Select **Preferences**, and change the refresh rate as needed.

UI Descriptions

Actual Changes area



UI Element (A-Z)	Description
Attribute	The name of the CI attribute that was changed.
Change Type	The type of change that occurred.
Changer	Description of the user or event that modified the CI's property (for example, user name or Discovery).
CI Name	The name of the CI that was changed.
Date	The date and time at which the change occurred.
New Value	The new value of the CI attribute.
Old Value	The previous value of the CI attribute (before the change).
Related CI	If the change involves a changed relationship between CIs, this field shows the name of the CI whose relationship with the selected CI was changed.

Incidents area

UI Element (A-Z)	Description
CI Name	The name of the CI that triggered the incident.
Closing Time	The date and time at which the incident was closed.
Description	Description of the incident.
ID	Incident ID, as it appears in the source application (for example, within Service Manager).

UI Element (A-Z)	Description
Opening Time	The date and time at which the incident was opened.
Origin	The source of the incident.
Severity	The severity of the incident as it appears in the source application (for example, within Service Manager).
Status	The status of the incident as it appears in the source application.
Update Time	The date and time at which the incident was updated.

Requests for Change area

UI Element (A-Z)	Description
	If you have resized columns, click to restore all the columns to their original width.
	Click to open a dialog box which enables you to select which columns are displayed in the table.
CI Name	The name of the CI for which the change is planned.
Contact Person	The name of the contact person regarding the change.
ID	Change request ID, as it appears in the source application.
Impact Severity	The degree of impact of the change, as it appears in the source application.
Opened By	The name of the person who opened the change request.
Planned End Date	The time at which the change is scheduled to end.
Planned Start Date	The time at which the change is scheduled to start.
Risk Assessment	The degree of risk of the change, as it appears in the source application.
Status	The status of the planned change, as it appears in the source application.
Summary	A description of the planned change.

Custom Image component

Custom Image enables you to associate a view's CIs represented by status indicators with a custom image that describes the real world that your view represents. The graphical representation of a view used by your organization can be a logical network diagram, business logic, or any other graphic image. For example, you can associate a graph representing your company's network with data coming from different parts of the network.

One custom image can be defined for each view. The image shown is the one defined for the active view. When you select a different view, the corresponding image is automatically displayed. If you do not define a custom image for a view, users accessing the Custom Image component see a message stating that there is no defined image for the view.

The custom image is defined in Custom Image (**Administration > Service Health > Custom Image**). For details, see the *OMi Administration Guide*.

Note: Custom Images uploaded with OMi 10.60 or 10.61 must be reuploaded after an upgrade to OMi 10.62.

To access

You can create your own pages and include this component. For details, see ["Set up My Workspace" on page 243](#).

Tasks

This section includes:

- ["How to work with Custom Image" below](#)
- ["How to modify the refresh rate" on the next page](#)

How to work with Custom Image

You work with Custom Image in two stages:

1. Within **Administration > Service Health > Custom Image**, you associate an image with a view, and specify where each CI is located in the image. For details, see the *OMi Administration*

Guide.

2. Within **Workspaces > My Workspace**, you can then access the Custom Image component, and see the CI statuses in the view, within your custom image.

Note: When a CI is removed from the IT universe model, the corresponding CI icon and the corresponding status indicators are automatically removed from the relevant custom images.

How to modify the refresh rate

The default refresh rate for Custom Image is five seconds.

You cannot modify refresh rates of the out-of-the-box pages. However, you can create a user-defined page with the components you need, and modify their refresh rates as follows:

1. From the ▼ **Component Menu** drop-down list, select **Preferences**. The Custom Image Preferences window opens.
2. Modify the refresh rate as needed, and click **OK**.

Geographical Map Component

This component enables you to display real-time status indicators on a geographical map, with the view's CIs at the geographical locations they are related to. The status indicator shows the worst status of the CIs at the geographical location. You can also access detailed information about the CI's KPIs.

- If you have an Internet connection, Geographical Maps are displayed using **Virtual Earth**.
- If you do not have an Internet connection, Geographical Maps are displayed using an **Offline Map**.
- You can also view the Geographical Map information in a three-dimensional map, using the **Google Earth** application.

To access

You can create your own pages and include this component. For details, see ["Set up My Workspace" on page 243](#).

Learn More

This section includes:

- ["Location Status Information" below](#)
- ["MSN Virtual Earth" below](#)
- ["Offline Map" on the next page](#)
- ["Google Earth" on page 173](#)

Location Status Information

The map displays color-coded status indicators that represent the worst KPI status for all CIs attached to the location at each geographical location. The color coding is the same as for other icons in Service Health.

To specify a location, create CIs of the type location and then create relationships between the location CIs and the CIs for which you want to display status indicators in the Geographical Map. For details, see "Working with Relationships" in the *Modeling Guide*. If you do not relate at least one CI in the view to a location CI, the Geographical Map tab displays only the map.

Each status indicator in the map can represent one or more CIs from the view with the same location. If you select a CI in View Explorer, the Geographical Map is redisplayed automatically and shows only the selected CI and the CI's children status indicators if a location is specified for them. If you select another view, the Geographical Map reloads automatically to show the view's CI status indicators in the appropriate locations.

Note: The Offline Geographical Map does not respond to changes in the CI selection because the Offline Map and View Explorer are not wired.

If you search for a specific CI in View Explorer and you click the result of the search, the Geographical Map is not automatically redisplayed. The map is redisplayed only when you go back to browser mode. It shows only the selected CI and the CI's children status indicators if they are related to a location CI.

MSN Virtual Earth

If you have an Internet connection, the Geographical Map is displayed by default using Microsoft MSN Virtual Earth. Virtual Earth presents a flat geopolitical view of the planet where you can display country borders, geographical features, or both. If the view's CIs are assigned geographical locations, real-time

status indicators are displayed on the map at those geographical locations.

Note: The Virtual Earth map is only available in English and cannot be translated.

Example of Virtual Earth:



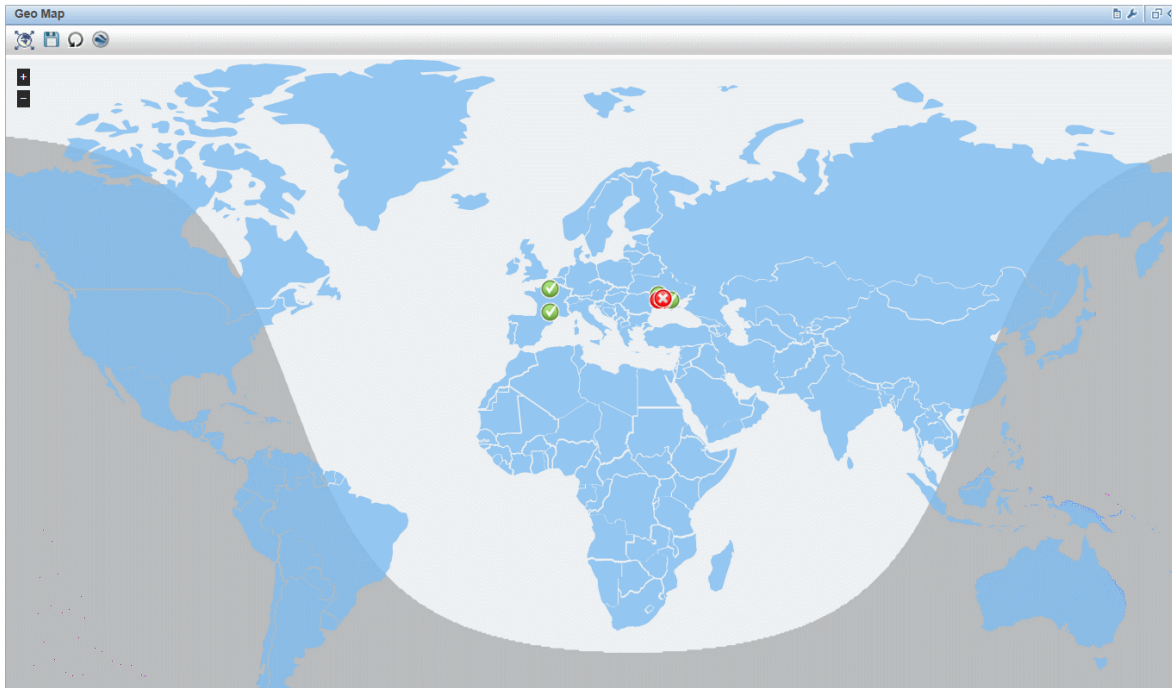
The Virtual Earth Geographical Map presents a flat geopolitical view of the planet where you can display the country borders, the geographic features, or both.

When you magnify the view, the main cities appear for the part of the map that is displayed on the screen.

Offline Map

If you do not have an internet connection, the Geographical Map page displays as offline map if the **Use Virtual Earth** infrastructure setting is set to **False**. The map displays the worst status at each geographical location and detailed information about the CI's KPIs.

Example of the offline map:



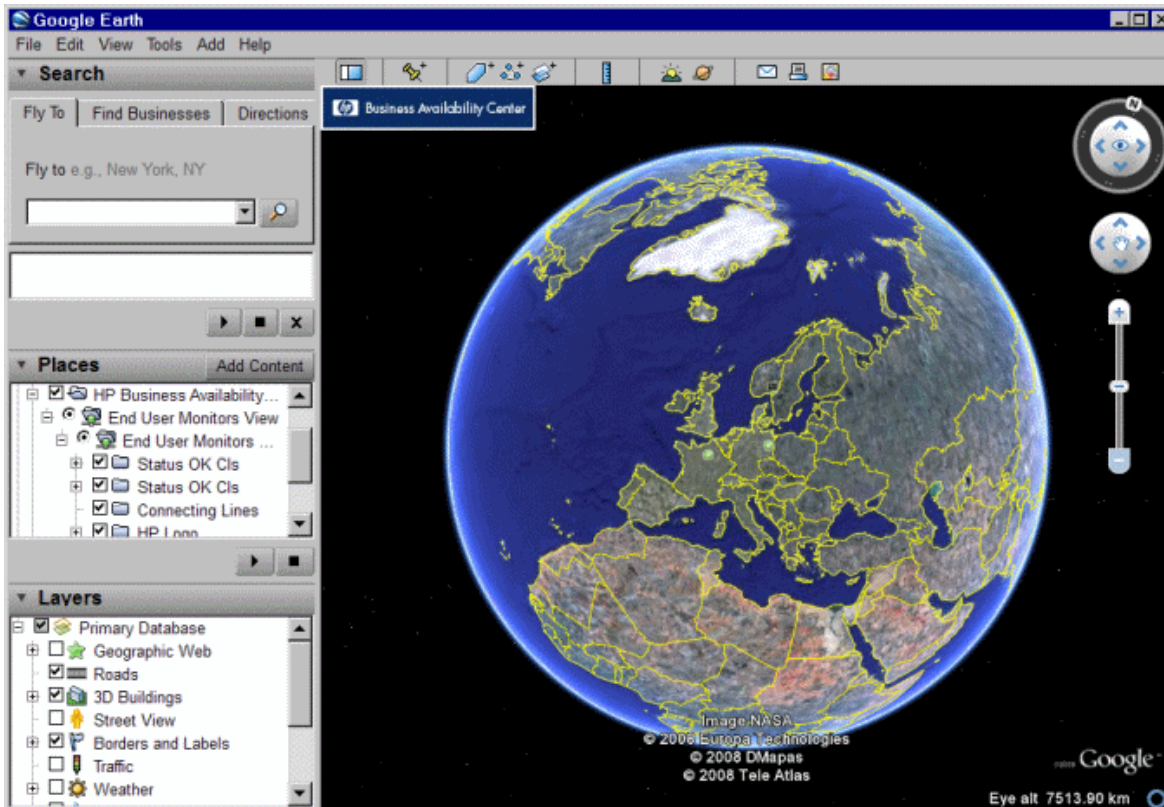
The default color for the offline map is blue.

The map provides a day-night overlay option, which shows an approximation of the day/night line.

Google Earth

You can view the Geographical Map information in a three-dimensional map, using the Google Earth application.

Example of Google Earth:



Tasks

This section includes:

- ["How to Work With Geographical Map" below](#)

How to Work With Geographical Map

You work with Geographical Map in a few stages:

1. Within RTSM Administration, you create CIs of the type location and then create relationships between the location CIs and the CIs for which you want to display status indicators.
2. In Service Health Administration, you then optionally specify the type of map you will use and configure the map. For details, see the *OMi Administration Guide*.
3. Within Workspaces, you then add the Geographical Map and View Explorer components to a









page. When you access the page you see the CI statuses in the view, based on their geographic locations.

Note: You can modify refresh rates using the ▼ **Component Menu** button on the component toolbar. Select **Preferences**, and change the refresh rate as needed.

UI Descriptions

Geographical Map in Virtual Earth




User interface elements are described below (unlabeled elements are shown in angle brackets):




UI Element (A-Z)	Description
	Click to zoom out completely.
	Click to save changes to the Geographical Map display.
	If you made changes to your map which you do not want to save, click to revert to the last saved version of the map.
	Click to open the Geographical Map for the view using Google Earth.
	Enable you to zoom in and out to enlarge or shrink the map.
	Click to shift the center of the map to the nearest CI.
	Click to zoom out completely.
<Adjustments>	Click the map and drag to move the map in the window. Double-click the map to zoom in.
<Status of a location> 	The Geographical Map of the view displays the worst status at each geographical location. The color coding is the same as for other icons in Service Health.
<Tooltip>	Move the cursor above a status icon to display the location tooltip that provides the worst status for all KPIs associated with the location. A KPI is

UI Element (A-Z)	Description
	<p>associated with a location if that KPI is assigned to at least one of the CIs related to the corresponding location CI.</p> <p>The tooltip includes the following information:</p> <ul style="list-style-type: none"> • KPI Name. The name of the KPI. The color of the header indicates the worst status of the KPI. • Location. The name of the location (country, city, and state, if applicable). • Status. The status of the KPI. • Held status since. The time and date when the KPI status changed to the current status. • CausedBy. The names of the CIs where the problem occurred.
Last Update	<p>Displays when the information in the component was last updated.</p> <p>To manually update the information in the component, click the Refresh icon.</p>
Road/Aerial/Bird's Eye/Hybrid/Labels	<p>Click:</p> <ul style="list-style-type: none"> • Road to display the map with the country borders. • Aerial to display the map with the topographical features. • Bird's Eye (inactive) • Labels to remove all labeling on the map other than CI status indicators.
Search	<p>Use this feature to perform a search in Microsoft MSN Virtual Earth (outside of OMi).</p>

Geographical Map in the Offline Map


User interface elements are described below (unlabeled elements are shown in angle brackets>):

UI Element (A-Z)	Description
	Click to zoom out completely.
	Click to save changes to the Geographical Map display.
	If you made changes to your map which you do not want to save, click to revert to the last saved version of the map.

UI Element (A-Z)	Description
	Click to open the Geographical Map for the view using Google Earth.
	Enable you to zoom in and out to enlarge or shrink the map.
<Status of a location> 	<p>The Geographical Map of the view displays the worst status at each geographical location.</p> <p>The color coding is the same as for other icons in Service Health.</p>
<Tooltip>	<p>Move the cursor above a status icon to display the location tooltip that provides the worst status for all KPIs associated with the location. A KPI is associated with a location if that KPI is assigned to at least one of the CIs attached to the location.</p> <p>The tooltip includes the following information:</p> <ul style="list-style-type: none"> • KPI Name. The name of the KPI. The color of the header indicates the worst status of the KPI. • Location. The name of the location (country, city, and state, if applicable). • Status. The status of the KPI. • Held status since. The time and date when the KPI status changed to the current status. • CausedBy. The names of the CIs where the problem occurred.
<Country name>	Move the cursor above a country to highlight the country and display the name of the country.

Geographical Map in Google Earth

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<Places area>	Select the view and filter the CIs you want to display.
<Status of a location> 	<p>The Geographical Map of the view displays the worst status at each geographical location.</p> <p>The map presents color-coded status indicators that represent the worst status at each geographical location. The color coding is the same as for other icons in Service Health.</p>

UI Element (A-Z)	Description
<Tooltip>	<p>Move the cursor above a status icon to display the location tooltip that provides the worst status for all KPIs associated with the location. A KPI is associated with a location if that KPI is assigned to at least one of the CIs attached to the location.</p> <p>The tooltip includes the following information:</p> <ul style="list-style-type: none"> • KPI Name. The name of the KPI. The color of the header indicates the worst status of the KPI. • Location. The name of the location (country, city, and state, if applicable). • Status. The status of the KPI. • Held status since. The time and date when the KPI status changed to the current status. • CausedBy. The names of the CIs where the problem occurred.
<Zoom and direction tools>	Enables you to zoom in or out of the current display.

Health Indicators Component

The Health Indicators component displays details regarding the health indicators (HIs) that can be used to calculate and set the current status of a selected CI. Each HI's status and value are displayed. The component displays the HIs grouped by two categories: HIs that are used to calculate KPIs, and HIs that are not used in any KPI calculation. HIs that are used in calculating multiple KPIs are listed multiple times, under each of the KPIs to which they contribute.

To access

- Select **Workspaces > Dashboards > 360° View**. Select a CI, and click **Indicators**.
- To view HI details from another Service Health component, select a CI, then select the **Show > HIs** menu command.
- You can also add this component to a user-defined page, together with a component where you can select CIs (for example Top View). For details, see ["Set up My Workspace" on page 243](#).

Learn More

This section includes:

- ["HIs and the Event Console" below](#)

HIs and the Event Console

When an event-based HI is created, the HI and Event Console display the same date and time. However, if the HI generates a change in a KPI, the KPI shows a delay of a few seconds until it is updated with the data from the HI.

Tasks

This section includes:

- ["How to Select CIs for Display" below](#)
- ["How to Reset an HI's State to Default" below](#)
- ["How to Drill Down from the Health Indicator Component" on the next page](#)

How to Select CIs for Display

If your workspace contains a component where you can select CIs (such as View Explorer, CI Explorer, Top View, or Hierarchy), and also contains the Health Indicator component, you can select a CI to display its related health indicators.

If you want to use the Health Indicator component independent of other components, you can select a CI from within the component itself. Click the **Filter** button in the Health Indicator component toolbar, and then click **Configuration Items**. Open a view within the Configuration Items dialog box, and select a CI to display its health indicator data.

How to Reset an HI's State to Default

Resetting an HI is a way of returning an object's severity status to a defined default value such as Normal.

Note: Resetting an HI is not usually necessary and should be performed in exceptional

circumstances only, for example, when OMi does not reset it automatically.

1. Open the Event Browser:

Workspaces > Operations Console > <select a perspective>

2. In the Event Browser pane, right-click the event you want to close and for which you want to reset the health indicator.
3. In the context menu that displays, select **Close and Reset Health Indicator**.

How to Drill Down from the Health Indicator Component




You can use HI context menus to access various actions or reports, based on a combination of the relevant HI type, CI type, and **Monitored By** attribute (which describes which data collector collects information on the HI).

For example, you can drill down from an HI to the corresponding event in the Event Browser. From the HI's menu commands, select **Show Contributing Events**.

UI Descriptions

Health Indicator Component user interface

User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element (A-Z)	Description
<CI name>	Name of the CI to which the displayed health indicators are assigned.
	Click the arrow next to a CI name to access the menu options for that CI. Available options depend on the type of CI and the context menu defined for the CI. Click the arrow next to an HI name to access the menu options for that HI.
	Reset columns width. Click to restore the width of the columns in the table to the default widths.
	Select columns. Click to select the columns you want to display in the table.
Health Indicator	HI status icon, and display name of the health indicator.

UI Element (A-Z)	Description
	If the saveLastSample global parameter is set to true , you can click the HI link to see its last sample details. For details, see the <i>OMi Administration Guide</i> .
Health Indicators Contributing to KPIs	List of the health indicators that are assigned to the selected CI, and are used to calculate KPIs for the CI.
Health Indicators Not Contributing to KPIs	List of the health indicators that are assigned to the selected CI, but are not used to calculate any KPIs.
KPI	Name of the KPI which uses the health indicator in calculating its status, and current KPI status displayed by a status icon.
Last Status Change	The date and time from when this HI has held its current status.
Trend	Trend in real-time status for the HI, using three directions: up (green arrow), down (red arrow), and no change blue arrows). Note: This column is not displayed by default.
Value	Value of the HI.

Health Top View Component

The Health Top View component displays the availability of your system components. The CI icons in Health Top View provide a visual indication of the health of the related CI of the selected event, based on the hierarchy tree structure defined for each view. The connecting lines between the icons define the relationships between the CIs.

Note: You can refine the contents of the Health Top View pane by applying an alternative view.

You can use the View Mappings manager to map views to individual CI types. A list of mapped views appears in the View list in the Health Top View toolbar. The contents of the View list are determined by the CI type associated with the event that you select in the Event Browser or by the CI that you select in any of the wired components on the same page. For more information about view mapping, see ["Mapping Views" on page 148](#).

For more information about HIs and KPIs, see ["Health Indicators" on page 152](#) and ["HI-based KPI calculations" on page 154](#).

To access

You can create your own pages and include this component. For details, see ["Set up My Workspace" on page 243](#).

Learn More

Health Top View Displays Guidance Messages

The following guidance information is available in the Health Top View pane:


- If no event is selected, a message is displayed prompting you to select an event.
- If an event without any related CI is selected, a message is displayed informing you that there is no CI information.
- If an event with a related CI but without an associated view mapping is selected, a message is displayed informing you that there is no view mapping. A link to the View Mappings manager where you can configure a suitable view mapping is also provided.
- If an event with a related CI and with a view mapping is selected, the list of mapped views is shown in the drop-down box and the selected view is shown.

Tasks

This section includes:

- ["How to View CIs in the Layer Layout" below](#)
- ["How to Modify the Refresh Rate" on the next page](#)
- ["How to Enable the Dark Theme" on the next page](#)

How to View CIs in the Layer Layout

To view CIs in the layer layout, select  **Layer** from the layout selector. After you select to view a CI topology in the layer layout, you can use most of the options that are available with the other three layouts in Health Top View (hierarchical, circular, or organic). However, because in the layer layout CIs are divided into functional layers (for example, Business Enablement, Infrastructure, or Software), you

cannot use the options such as **Show subtree only** and **Expand to problem**.

By using the layer layout, you can see the direction of a CI relationship and the relationship type that links two CIs (visible straightaway if the **Show edge label** option is enabled, or by hovering over a CI relationship if this option is disabled).

For a better overview, each functional layer is color-coded according to the current worst operational status of a CI in that layer.

How to Modify the Refresh Rate

The default refresh rate for Health Top View is five seconds.

You cannot modify refresh rates of the out-of-the-box pages. However, you can create a user-defined page with the components you need, and modify their refresh rates as follows:

1. From the ▼ **Component Menu** drop-down list, select **Preferences**. The Health Top View Preferences window opens.
2. Modify the refresh rate as needed, and then click **OK**.

How to Enable the Dark Theme

To change the appearance of the Health Top View component and use the dark theme, follow these steps:









1. From the ▼ **Component Menu** drop-down list, select **Preferences**. The Health Top View Preferences window opens.
2. Select the **Use Dark Theme** check box, and then click **OK**.


UI Descriptions

Health Top View Toolbar

The following options are available in the Health Top View toolbar:

UI Element	Description
<View	Select a view from the drop-down list (on the top left area of the toolbar) to display its





Selector>	CIs.
<Search Bar>	Click to expand, and then type a CI name to focus on that CI.
<Layout Selector>	<p>The hierarchic layout is the default. However, if you choose a different layout for the selected view, the layout preference is saved (every time you select this view, it is displayed in the layout that you chose last).</p> <p>Select one of the following layouts for viewing a CI topology:</p> <ul style="list-style-type: none"> •  Hierarchic Layout. This is the default layout. •  Circular Layout. •  Organic Layout. The organic layout may require more time to render large topologies compared to the other three layout types. •  Layer Layout. In this layout, CIs with multiple relationships are displayed only once, with no duplicates. <p>Note: If you choose the layer layout, you cannot use all the options that are available with the other three layouts (for example, Show subtree only and Expand to problem).</p>
	<p>Options. Click to access all commonly performed operations when viewing essential applications and business processes:</p> <ul style="list-style-type: none"> •  RELOAD. Click to restore the view to its original display. •  ZOOM TO FIT. Click to automatically resize the CI topology to fit the screen size. •  EXPORT. Click to export a CI topology as a graph. After you click this button, a new tab opens showing you the image. Right-click the image and save it to the desired location. <p>Note: The export format of the image is SVG for Firefox and Safari, and PNG for Internet Explorer.</p> <ul style="list-style-type: none"> • ZOOM. Use the slider to increase or decrease the CI topology display size. • DISPLAY OPTIONS. <ul style="list-style-type: none"> ◦ Show KPIs. Use the switch to show or hide KPI icons on CIs. To view a list of CI's KPIs and their statuses, either click the KPI icon or select Open CI Context > KPIs on a CI. <ul style="list-style-type: none"> • Show KPIs with normal status. Use the switch to show or hide KPIs that have the normal status.

- **Show Health Indicators.** Use the switch to show or hide Health Indicator icons on CIs. To view HI details, either click  or select **Open CI Context > Show HIs** on a CI.
- **Play sound notification.** Use the switch to turn the sound notification option on or off. If this option is turned on, a sound alert is played when a CI in the view changes its status to critical (red).
- **Show edge label.** *Available only with the layer layout.* Use the switch to show or hide the names of the relationships that link CIs in a CI topology.
- **Show multiline labels.** Use the switch to enable or disable the display of multiple lines for CIs with long names.

CI Context Menu

To open the CI context menu, either right-click the selected CI, or hover over the selected CI and then click the **Open CI Context** button that appears on the right. In the CI context menu, you can choose among the following sections:

- Button actions:

UI Element	Description
	Show subtree only. Click to focus only on a particular part of a CI topology.
	<p>Show Path to Root. Click to display the path from the selected CI to the view root CI.</p> <p>Note: To view the path from the selected CI to the view root CI in a separate window, press and hold the Ctrl button and click the Show Path to Root button. Alternatively, you can right-click the selected CI, and then select Show > Path to Root.</p>
	<p>Show Problematic Subtree. Click to display all child CIs of a problematic CI that have the Critical or Major status. This helps you to quickly locate a problematic child CI that caused the selected parent CI to have a status other than OK. If you want to see a problematic path in isolation, you can use the Show subtree only button.</p> <p>Note: To view all child CIs of a problematic CI that have the Critical or Major status in a separate window, press and hold the Ctrl button and click the Show Problematic Subtree button. Alternatively, you can right-click the problematic CI, and then select Show > Problematic Subtree.</p>
	Expand to problem. Click to expand the CI topology display to show the source of a problematic CI (available only for CIs that have a status other than OK).

Note: To leave any of these modes, click the **X** button on the top left of the page.

-  **1 event** **Event Information**

Displays the count of events originating from the selected CI, and the latest severity of the events associated with the CI.

You can click the button to open a list of the events in the Event Browser.

- **KPIs**

Shows a list of KPIs and their statuses.

- **Show HIs**

Shows HI information such as the state, the value, and the last status change.

- **Actions**

Select the action you want to execute or the tool you want to launch.

Note: To list all available actions, you can also right-click the selected CI.

Troubleshooting

This section includes:

- ["Health Top View is Empty" below](#)
- ["Health Indicators Display Incorrectly" below](#)

Health Top View is Empty

- No event is selected in the Event Browser.
- No view is mapped to the related CI of the selected event.
- No CI is related to the selected event.

Health Indicators Display Incorrectly

Health indicators are used to assign a severity to a state, for example, `Critical` severity to the state `Unavailable`. The state and the assignment are indicated in the Health Indicators pane. However, calculation rules for a KPI may use several health indicators to set a new severity level for the object in Health Top View.

- No event is selected in the Event Browser.
- The configuration item highlighted in the Health Top View pane does not have any assigned health indicators.
- You selected an event in the Event Browser pane and a different configuration item in the Health Top View pane.

Hierarchy Component

The Hierarchy component displays the hierarchy of the CIs in a view, and the real-time status of each of the KPIs assigned to the CIs. KPIs are grouped into domains; you can collapse a domain and display the worst status of all the KPIs in a domain. You can also filter the display to only show CIs with KPIs of a specific status, or specific CI types.

When you select a CI in the Hierarchy component, CI details are displayed. You can then click the detail links to display additional information regarding the selected CI.

Tip: The Hierarchy display is highly customizable; you can choose to display specific KPI domains, or filter for specific CI statuses, in order to focus attention on areas that are of particular interest to you.

To access

You can create your own pages and include this component. For details, see ["Set up My Workspace" on page 243](#).

Learn More

CI Detail Links

When you select a CI in the Hierarchy component and then click its CI detail links, you can access the following information about the CI:

- **Business Impact.** Displays the KPI Over Time data for the CI and the business CIs that the selected CI impacts. For details, see ["Business Impact Component" on page 161](#).
- **Indicators.** Displays details regarding the health indicators (HIs) that are used to calculate and set the status of the CI selected in the active view. For details, see ["Health Indicators Component" on page 178](#).
- **Alerts.** Displays the Alerts for the selected CI in the active view, for example CI Status Alerts and Event Based Alerts.
- **Actual Changes, Planned Changes, and Incidents.** Displays incidents opened for the CI selected in the active view, as well as requests for change and actual changes made to the CI. For details, see ["Changes and Incidents Component" on page 164](#).

Hierarchy Personalization

You can make the following changes in the Hierarchy component (as described in the following sections); these are saved for future sessions (per user, per component):

- column order
- column width
- visible/hidden columns
- collapsed/expanded KPI domains
- collapsed/expanded CIs
- sound on/off (if sound mode is set to **True**)
- selection of Filter Flat Mode or Filter Hierarchical Mode

If you make changes in a user-defined page, click **Save** to retain the changes in the current session. To save your settings in future sessions, click **Log Out** when you are ready to exit the browser. (If you close the browser without logging out, your changes are not saved.)

Tasks

This section includes:

- ["How to Create a Quick CI Filter" below](#)
- ["How to Create an Advanced Filter" on page 192](#)
- ["How to Set up Sound Notification When KPIs are Critical" on page 193](#)
- ["How to Modify the Refresh Rate" on page 194](#)
- ["How to Modify the Number of CI Levels Displayed in the Hierarchy Component" on page 194](#)
- ["How to Display Child CIs Collapsed Rather than Expanded" on page 195](#)

How to Create a Quick CI Filter

The Hierarchy component has a quick filter mechanism that enables you to display only those CIs that have at least one KPI in a given status. This creates a temporary filter that persists until you log off, until you change the selection of statuses, or until you select another filter. The filter returns all of the CIs in the view which fill the filter conditions.

Note: If more than one user is logged in at the same time using the same user name (for example, admin), every time one of the users saves a change to the filters, the associated filters file is updated with a copy of that user's filters.

- To temporarily display only those CIs whose KPIs have specific statuses, click the **Filter** button in the Hierarchy toolbar, select one or more statuses in the filter bar that opens, and click **Filter**.
- To disable filtering, click the **Remove Filter** button.

Example:











Without filtering, the Hierarchy component includes all KPI statuses.

Name	Application	
	Application Performance	Application Availability
[-] End User Monitors	-	-
[-] [gear icon] Default Client_Snt_Ap1_1	[warning icon]	[error icon]
[-] [server icon] Default Client_Snt_Ap1_1_Sanity_BTW1_1	[warning icon]	[error icon]
[-] [monitor icon] tx_10	[warning icon]	[check icon]
[-] [monitor icon] tx_15	[warning icon]	[check icon]
[-] [monitor icon] tx_1_failed	[question icon]	[error icon]
[-] [monitor icon] tx_2_failed	[question icon]	[error icon]
[-] [monitor icon] tx_5	[check icon]	[check icon]

To temporarily display only those CIs whose KPIs have Minor statuses, click the **Filter** button, select the Minor status icon in the filter bar, and click **Filter**.



The Hierarchy display now includes only those CIs whose KPIs have Minor status.

Name	Application	
	Application Performance	Application Availability
End User Monitors		
Default Client_Snt_Ap1_1		
Default Client_Snt_Ap1_1_Sanity_BTW1_1		
 tx_10		
 tx_15		

How to Create an Advanced Filter

Advanced filters enable you to focus on specific problematic areas by filtering CIs according to specific KPI statuses, using either temporary or permanent filters. For example, the predefined **Show Errors** filter displays only those CIs which have one or more KPIs in Critical status.

You can also create an advanced filter which combines filtering according to both KPI status, and CI type. For example, you can create a filter that only shows hosts (Node CIT) with one or more KPIs in Critical status.

The filter returns all of the CIs and parent CIs (without status) in the view which fulfill the filter conditions.

1. To create a temporary advanced filter, click the **Filter** button in the Hierarchy toolbar, and then click **Advanced** in the filter bar.

To create a permanent advanced filter, click the **Favorite Filters Menu** button , and then click **New**.

2. In the **Status Selection** pane, select check boxes for each KPI status that you want to include in the filter.
3. *Optional.* In the **Type Selection** pane, select a CI type to filter which CIs will appear in the Hierarchy display.

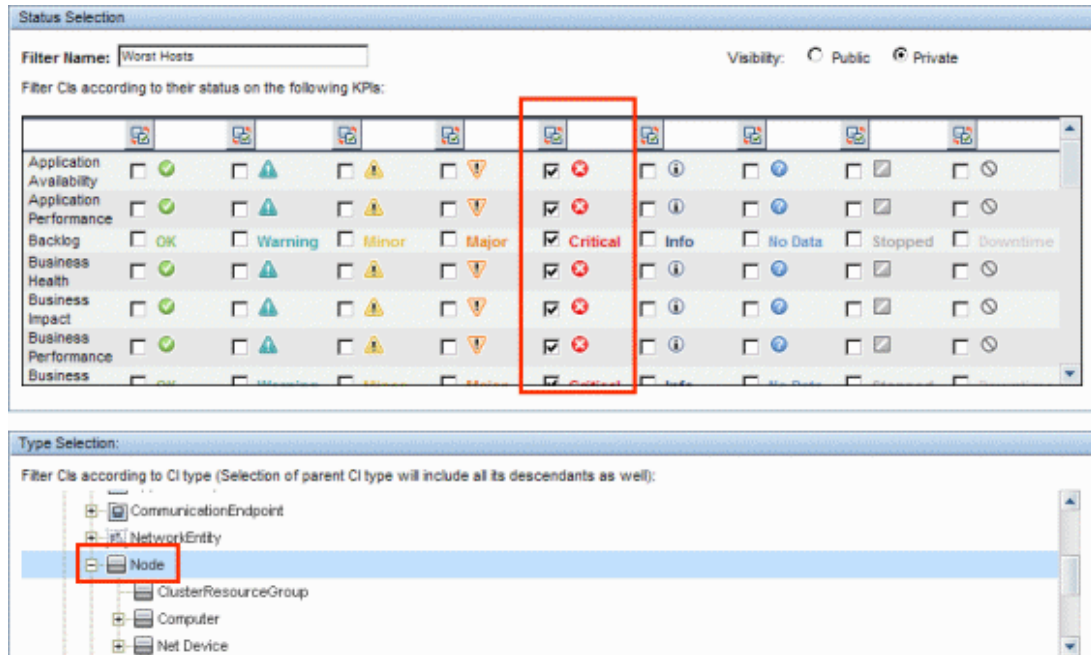
If you select a higher-level CIT, its descendant CITs are included in the filter as well.

4. To activate a temporary filter, click **Filter**.

To activate a filter and save its settings, click **Filter and Save**.

Example:

The **Worst Hosts** filter is created to display only those CIs whose CIT is Node, with at least one KPI in Critical status.



How to Set up Sound Notification When KPIs are Critical

You can set up Service Health to play an alert sound when the status of a KPI changes to **Critical** in the Hierarchy component.

When a view is loaded for the first time, no sound is played for the KPIs that are loaded at Critical status. When the sound is switched on, a sound alert is played when a KPI in the view changes status to **Critical** (red). The Critical status icon flashes until you roll your mouse over it. If a CI in a hidden part of the view has changed to **Critical** but does not change the status of any of the CIs in the currently displayed branches, no sound is heard.

You can use the following options:

- **Enable or Disable Sound.** Open Infrastructure Settings:
Administration > Setup and Maintenance > Infrastructure Settings

Alternatively, click [Infrastructure Settings](#).

Choose **Applications** and select **Service Health Application**. In the **Service Health Application - Sound Notification** table, locate **Sound Notification**. Modify the value to **true** to enable the sound notification, or to **false** to disable it. The change takes effect immediately.

- **Mute or Restore.** You can temporarily turn the sound option on or off using the **Sound On/Off** button in the Hierarchy toolbar.
- **Modify the alert sound.** The alert sound is an mp3 file downloaded by the browser. To use another alert sound for Service Health, if you have administrative permissions, access **<Gateway server root directory>\AppServer\ webapps\site.war\static\dash\sounds** and replace the **ding.mp3** file with your own .mp3 file (you must rename your file **ding.mp3**). The change takes effect after you clear your browser cache.

How to Modify the Refresh Rate

By default, the Hierarchy component is refreshed every 5 seconds.

You cannot modify refresh rates of the out-of-the-box pages; however you can create a user-defined page with the components you need, and modify their refresh rates using the ▼ **Component Menu** button on the component toolbar. Select **Preferences**, and change the refresh rate as needed.

How to Modify the Number of CI Levels Displayed in the Hierarchy Component

By default, the Hierarchy component displays two levels of hierarchy display. For example, when you select a view, the component displays the view name (as the hierarchy root), and its top-level CIs. When you drill down from a selected CI, the selected CI is displayed as the root, and its child CIs are also shown.

To modify the number of levels that can be displayed in the Hierarchy component:

1. Open Infrastructure Settings:

Administration > Setup and Maintenance > Infrastructure Settings

Choose **Applications** and select **Service Health Application**.

2. In the **Service Health Layout Properties** table, locate **Business Console - Number of display levels**. You can select a value between 1 and 4. If you specify 1, the child CIs are displayed but cannot be expanded.

How to Display Child CIs Collapsed Rather than Expanded

1. Open Infrastructure Settings:

Administration > Setup and Maintenance > Infrastructure Settings

Choose **Applications** and select **Service Health Application**.





2. In the **Service Health Layout Properties** table, locate the **Hierarchy - Default state** property, and change its value to **collapsed**.





UI Descriptions




Hierarchy Toolbar

The toolbar enables you to customize how data is displayed in the Hierarchy table, and to create filters that define which KPIs are displayed.

User interface elements are described below:

UI Element	Description
<View Selector>	Select a view from the dropdown list (to display information on the CIs in the view).
	<p>Menu. Select one of the following options:</p> <ul style="list-style-type: none">  Expand Available Levels/Collapse All. Click to expand or collapse the CIs displayed in the Hierarchy component. These buttons are enabled when one or more of the currently displayed CIs can be expanded or collapsed.  Drill Down. Select a CI and click to drill down to its child CIs. This button is only enabled when a CI is selected. If a filter is active, the drill-down opens a new browser window for the selected CI.  Up One Level. Click to display the parent CI of the CI currently displayed in the Hierarchy component. This button is only enabled when the currently displayed CI has a parent CI.

UI Element	Description
	<ul style="list-style-type: none">  Select Columns. Click to open the Select Columns dialog box, which enables you to select which KPIs are displayed. Use the arrows to add or remove KPIs from the display.
	<p>Filter. Click to open the filter bar, which enables you to only display CIs with at least one KPI of a given status (for example, only display CIs with at least one KPI with Critical status).</p> <p>When the Filter button has a yellow and red border, a filter is currently active.</p>
	<p>Remove Filter. If a filter is active, click to cancel filtering and show all KPI statuses for all CIs.</p>
<Filter Bar>	<p>After you press the Filter button, this bar appears directly below the Hierarchy toolbar.</p> <p>Select a combination of KPI statuses, to only display CIs which have at least one KPI with a given status.</p> <p>The filter bar includes the following buttons:</p> <ul style="list-style-type: none"> Filter. After selecting statuses, click to activate filtering. Clear. Click to clear all of the statuses. Advanced. Click to create an advanced filter. This enables you to filter specific KPIs or CI types, and to create a permanent filter. <p>Note: The filter created using the filter bar is a temporary filter that persists until you log off, until you change its selection of statuses, or until you select another filter.</p>
<Favorite Filters List>	<p>This list contains the predefined filters, and the filters you have created using the Advanced Filter.</p> <ul style="list-style-type: none"> Select a filter to apply it to the Hierarchy display. To edit, clone, or delete a filter, select the filter from this list, then click the Favorite Filters Menu button. <p>Predefined filters are useful in displaying commonly required information; they cannot be modified or deleted. These are the predefined filters:</p> <ul style="list-style-type: none"> global: Show Errors. Displays the CIs whose KPIs have a Critical status. global: Show Errors and Warnings. Displays the CIs whose KPIs have a Minor, Major, or Critical status. global: Show PNR. Displays, for all CI types, only the CIs whose PNR KPI has an OK, Warning, Minor, Major, Critical, or No Data status.
	<p>Favorite Filters Menu. This opens a drop-down menu, which enables you to perform the following actions:</p>

UI Element	Description
	<ul style="list-style-type: none"> To create an advanced filter, click New. To edit or delete a filter, select the filter from the Favorite Filters list, and click Edit or Delete. <p>Note that predefined filters cannot be modified or deleted.</p> <ul style="list-style-type: none"> To clone a filter, select the filter from the Favorite Filters list, and click Clone.
	Filter Hierarchical Mode. When filtering is active, click to display the CIs that fill the filter conditions within a hierarchical structure, in the context of their parent CIs.
	Filter Flat Mode. When filtering is active, click to display the CIs that fill the filter conditions in a non-hierarchical, list format, without displaying their parent CIs.
	Sound On/Off. You can set up Service Health to issue an alert sound when the status of a KPI changes to Critical. Click to toggle the sound on or off.

Hierarchy Table Columns



User interface elements are described below as they appear in the UI (unlabeled elements are shown in angle brackets):


UI Element	Description
Business Impact	<p>Note: Business Impact is not visible by default. To modify, see the <i>OMi Administration Guide</i>.</p> <p>This bar indicates the CI's business impact, using a rating from zero (no impact) to 5 (high impact). The rating shows how much of an impact the CI has on the business CIs and SLAs in your monitored environment.</p> <p>By default, the business impact rating is based on the criticality of impacted business CIs, and the number of impacted business CIs and SLAs. For details, see the <i>OMi Administration Guide</i>.</p>
<KPIs>	Each of the KPI columns displays the status and value of a specific KPI, for each of the CIs displayed in the table.
<KPI Domains>	<p>KPIs are grouped by domains. For example, the Application domain contains the Application Performance and Application Availability KPIs.</p> <p>You can view all the KPIs in a domain, or you can collapse a domain to view the worst status of all the KPIs in the domain.</p>
Name	This column displays the CIs in the selected view in a hierarchical structure;

UI Element	Description
	you can expand a CI to drill down to its child CIs.
Status	Displays the worst KPI status for the CI.

Hierarchy Table Rows

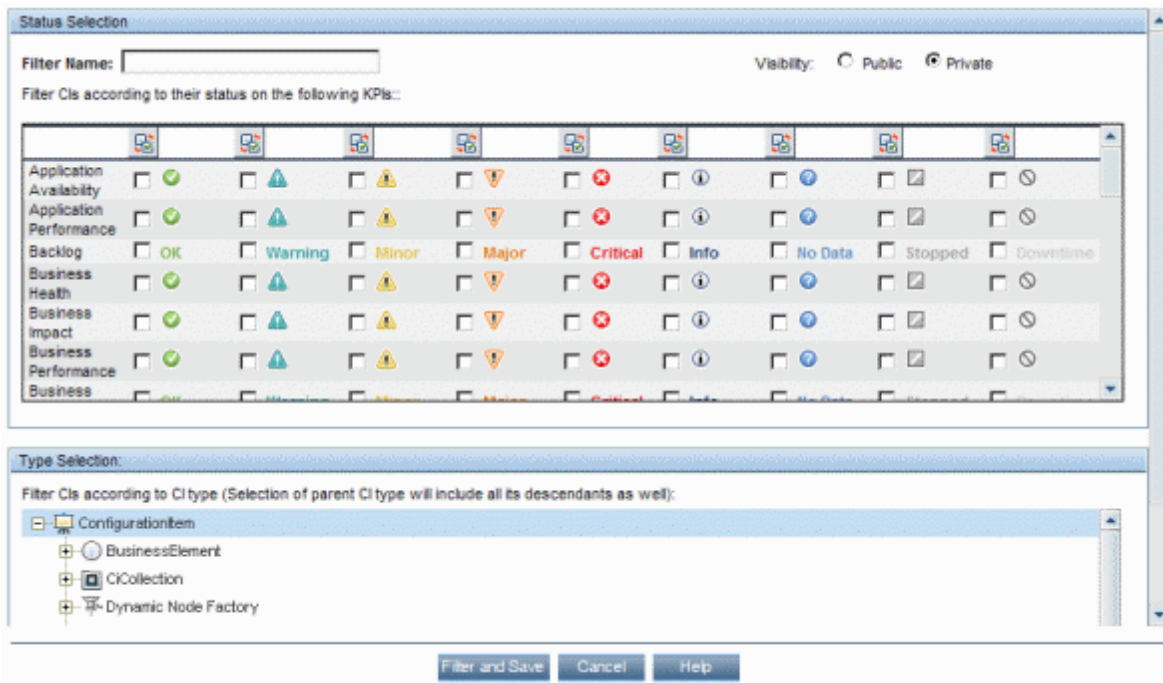
User interface elements are described below (unlabeled elements are shown in angle brackets):

UI Element	Description
<CI name>	Each row in the table shows the KPI statuses of a given CI.
	Click the down arrow next to a CI name to access the menu options for the CI. Available options depend on the type of CI and the context menu defined for the CI. If no context menu is defined for the CI, the menu arrow is not displayed. If a menu option is not supported for the selected CI, the option will be disabled or not displayed.
<KPI status/value>	Displays text or an icon indicating the current status or value of the KPI. Tooltip: <ul style="list-style-type: none"> • Status. The status of the CI (calculated according to one of the status calculation methods). It may also display: <ul style="list-style-type: none"> ◦ Not up to date. For decayed CIs. For a SiteScope CI, this status is displayed after a SiteScope monitor is disabled. ◦ Stopped. When a Business Process is stopped. ◦ Business Rule. The name of the rule that calculates the KPI status or value. ◦ Last Status Change. The date and time since which this CI has held its current operational status.
<KPI History> 	When you select a CI, the history status icon displays either the worst status or the average status for the KPI during a specified time period. For details, see the <i>OMi Administration Guide</i> . Tooltip: <ul style="list-style-type: none"> • History Type. The type of history (worst status or average status) used when calculating history status. • Historical Worst/Average. The worst or average status of the KPI in the selected time period.
<KPI Trend>	When you select a CI, the trend status icon shows the trend in real-time status for the KPI, using three directions: up, down, and no change. For details, see the <i>OMi Administration Guide</i> .


UI Element	Description
	Tooltip: <ul style="list-style-type: none"> • Trend. The trend of the KPI in the selected time period.

Defining/Editing Filters Dialog Box

This dialog box enables you to define new filters or customize existing filters. To access, select **Applications > Service Health > 360° View**. In the **Hierarchy** component, click **Filter** and then click **Advanced**, or click the **Favorite Filters Menu** button.



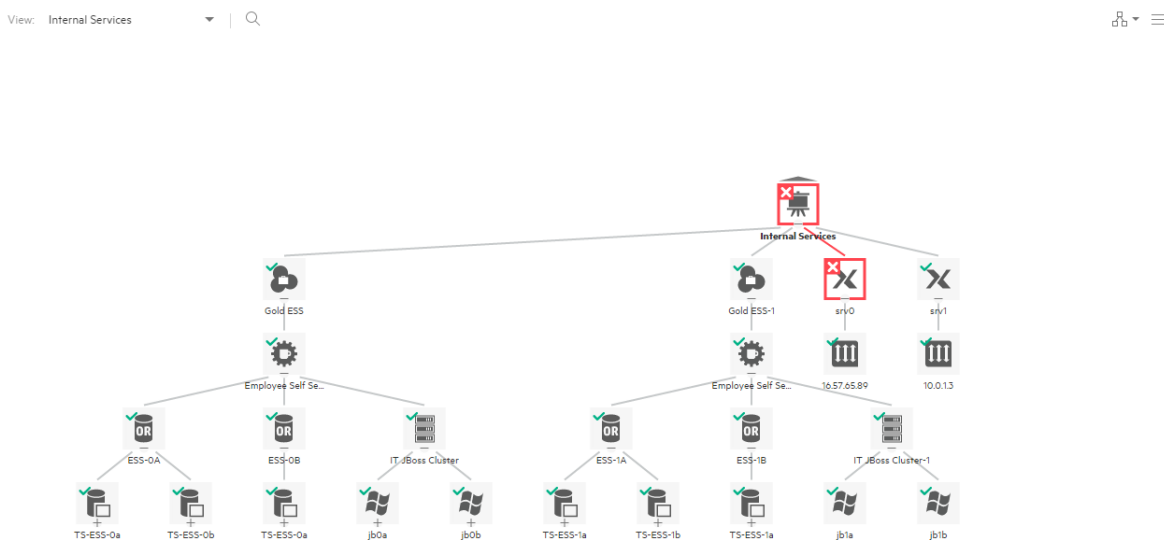
User interface elements are described below:

UI Element (A-Z)	Description
	Invert Selection. Click to select or deselect one of the statuses, for all the KPIs.
<Status check boxes>	Select the check box for each KPI status that you want to include in the filter. The Hierarchy display shows all the CIs that have at least one KPI that fills the filter criteria.

UI Element (A-Z)	Description
Cancel	Click to exit the Defining/Editing Filters dialog box without saving changes.
Filter	Click to apply the filter (without saving filter settings).
Filter and Save	Click to apply the filter, and save your changes to the filter.
Filter Name	Type the name of the filter you are creating.
Type Selection	<p>This displays a CI type hierarchy, which you can use to filter specific CI types. Select a CI type to only display CIs of this type in the Hierarchy display.</p> <p>The CI type filtering is combined with the Status filtering. For example, suppose you select critical status for all KPIs in the Status Selection pane, and the Business Element CIT in the Type Selection pane. The Hierarchy display will only show CIs of this CIT (and its descendant CITs), which have at least one KPI in critical status.</p> <p>Note: If you select a higher-level CIT, all its descendant CITs are included in the filter as well.</p>
Visibility	<p>Select the required visibility option:</p> <ul style="list-style-type: none"> • Private. Create a private filter that is available only to the user who created them. You can use the global and public active filters as templates to build private active filters. Their names have the following syntax: private:<name>. <p>For each user name used when logging on to OMi, Service Health creates an associated filters file. When you log on to OMi by using a specific user name, you can only view and modify the filters contained in the associated filters file. The file is updated with the filter modifications made by each user who logs in under this user name, so any changes you make to the filters may overwrite modifications made by previous users.</p> <ul style="list-style-type: none"> • Public. Administrators or users with the appropriate permissions can build public active filters. Those filters are available for all users at the specific customer. You can use the global active filters as templates to build public active filters. Their names have the following syntax: public:<name>. <p>Note: Visibility is displayed only to the administrator or to a user with the appropriate permissions.</p>

Top View Component

Top View enables you to see the availability of your system components at a glance. The CIs in the component provide a visual representation of real-time IT performance metrics mapped to business applications, based on the hierarchy structure defined for each view. The connecting lines between the CIs define their relationships.



By presenting an integrated, single view of essential applications and business processes, Top View provides you with an overall perspective on the health of your business services, and enables you to quickly assess how a performance issue impacts the availability of any part of your business. Each CI is color-coded to indicate the worst status held by the CI's KPIs. You can also quickly view KPI and HI details.

To access

When creating a custom page, Top View can be used as an independent component using its built-in view selector, or together with another component which selects views such as View Explorer. For details, see ["Set up My Workspace" on page 243](#).

Learn more

This section includes:

- ["Interactive Map" below](#)
- ["Virtual Folders" below](#)

Interactive Map

Top View presents an interactive map of the CIs that can be manipulated using the mouse, enabling you to focus on specific branches of the tree that are related to particular business or problem areas.

By default, the Top View component displays four levels of CIs. The rest of the CIs are collapsed. You can expand CIs from the fourth level and see their child CIs. The lines connecting the CIs represent the branches of the tree. For detailed information about how to change the number of CI levels displayed in Top View, see the *OMi Administration Guide*.

Virtual Folders

By default, the maximum number of displayed child CIs of a view root CI is 100. However, in large CI topologies, this number can be easily exceeded. In this case, the child CIs are evenly distributed into virtual folders so that not too many CIs are displayed at once, and therefore, any potential performance issues are avoided. Each virtual folder shows the number of contained CIs. After expanding it, you can view the contained CIs in three different layouts (hierarchical, circular, or organic).

Note: The maximum number of displayed child CIs of a view root CI before introducing the virtual folders can be defined in the Infrastructure Settings. For details, see the *OMi Administration Guide*.

Tasks

This section includes:

- ["How to Customize Top View" on the next page](#)
- ["How to Select a View to Display a CI Topology" on the next page](#)
- ["How to Monitor the Status of CIs in a Topology" on the next page](#)
- ["How to Display CI Details" on the next page](#)
- ["How to Locate a CI" on page 204](#)
- ["How to Focus on a Particular Subtree" on page 204](#)
- ["How to View CIs in the Layer Layout" on page 204](#)

- ["How to Modify the Refresh Rate" on page 205](#)
- ["How to Enable the Dark Theme" on page 205](#)

How to Customize Top View

You can customize various aspects of Top View such as the Top View layout, CI, KPI, or HI display options, the background image, and so on.

For details on customizing Top View, see the *OMi Administration Guide*.

How to Select a View to Display a CI Topology

Selecting a view from the drop-down list of the Top View component or any of the wired components on the same page shows CIs in that view. The CI that you select in any of the wired components is automatically selected in other components. For example, if you select a CI in the View Explorer component, this CI is automatically selected and centered in the Top View component, and sub-branches are expanded if necessary.

Note: Top View enables you to zoom the displayed CI topology in and out by using the mouse wheel, pressing **Ctrl+Plus Sign** or **Ctrl+Minus Sign**, or by using the slider that you can access through the Options button. You can also move your displayed CI topology around by clicking and holding down the left mouse button. In addition, hovering over the Collapse icon creates a fading effect and helps you to see which elements will be collapsed, if you decide to do so.

How to Monitor the Status of CIs in a Topology

You can quickly determine the status of CIs in a topology by checking icons and colors that indicate the CI health status. The view is automatically updated when the event status is changed or a new event is received, as well as when there is a change in the CI topology (for example, when a new CI is discovered).



Note: If you want a sound alert to be played when a CI in the view changes its status to critical (red), make sure the **Play sound notification** option that you can access through the Options button is switched on. This option is enabled by default, but you can disable it by switching it off.

How to Display CI Details

By default, CIs are shown without their KPIs. To display KPI icons for CIs, click the **Options** button, and then switch the **Show KPIs** option on. You can also choose to show only the KPIs that have the

normal status. In this case, make sure you switch the **Show KPIs with normal status** option on.

KPIs are displayed with severity icons and colors based on their current statuses. To view a list of a CI's KPIs and their statuses, either click a KPI icon or open the CI context menu by hovering over the selected CI and clicking the **Open CI Context** button that appears on the right. In the latter case, for more details, open the display view by clicking the right arrow button. Go back by clicking the left arrow button or close the display view by clicking the **X** button.

To display HI information, click the **Options** button, and then switch the **Show Health Indicators** option on. Each CI that has HIs assigned has  displayed. To view HI details, click  or open the CI context menu. For more information about the data displayed, see ["Health Indicators Component" on page 178](#).

How to Locate a CI

To search for a specific CI in Top View, type any part of a CI name in the Search bar. A list of all matching CIs in that view appears. Selecting a CI focuses on that CI and the branches are expanded if necessary.


How to Focus on a Particular Subtree

If you want to focus only on a particular part of a CI topology, hover over the root of a subtree that you want to view closely, and then click the **Show subtree only** button that appears on the left. The selected subtree is displayed. If necessary, you can repeat this action to focus even further on the subtree.

To go one level up in the subtree, click the up arrow on the top left of the page. To leave the Show subtree only mode completely, click the **X** button on the top left of the page. The focus is kept on the last CI you selected.

You can also use the **Show subtree only** button in the CI context menu. For details, see ["CI Context Menu" on page 207](#).

How to View CIs in the Layer Layout

To view CIs in the layer layout, select  **Layer** from the layout selector. After you select to view a CI topology in the layer layout, you can use most of the options that are available with the other three layouts in Top View (hierarchic, circular, or organic). However, because in the layer layout CIs are divided into functional layers (for example, Business Enablement, Infrastructure, or Software), you cannot use the options such as **Show subtree only** and **Expand to problem**.

By using the layer layout, you can see the direction of a CI relationship and the relationship type that links two CIs (visible straightaway if the **Show edge label** option is enabled, or by hovering over a CI relationship if this option is disabled).

For a better overview, each functional layer is color-coded according to the current worst operational status of a CI in that layer.

The order of layers and the number of CIs displayed in the layer layout can be customized through the Infrastructure Settings. For details, see the *OMi Administration Guide*.

How to Modify the Refresh Rate

The default refresh rate for Top View is five seconds.

You cannot modify refresh rates of the out-of-the-box pages. However, you can create a user-defined page with the components you need, and modify their refresh rates as follows:

1. From the ▼ **Component Menu** drop-down list, select **Preferences**. The Top View Preferences window opens.
2. Modify the refresh rate as needed, and then click **OK**.

How to Enable the Dark Theme

To change the appearance of the Top View component and use the dark theme, follow these steps:

1. From the ▼ **Component Menu** drop-down list, select **Preferences**. The Top View Preferences window opens.
2. Select the **Use Dark Theme** check box, and then click **OK**.








UI Descriptions


This section includes:

- ["Top View Toolbar" on the next page](#)
- ["CI Context Menu" on page 207](#)
- ["Keyboard shortcuts" on page 209](#)

Top View Toolbar

The following options are available in the Top View toolbar:





UI Element	Description
<View Selector>	Select a view from the drop-down list (on the top left area of the toolbar) to display its CIs.
<Search Bar>	Click to expand, and then type a CI name to focus on that CI.
<Layout Selector>	<p>The hierarchic layout is the default. However, if you choose a different layout for the selected view, the layout preference is saved (every time you select this view, it is displayed in the layout that you chose last).</p> <p>Select one of the following layouts for viewing a CI topology:</p> <ul style="list-style-type: none">  Hierarchic Layout. This is the default layout.  Circular Layout.  Organic Layout. The organic layout may require more time to render large topologies compared to the other three layout types.  Layer Layout. In this layout, CIs with multiple relationships are displayed only once, with no duplicates. <p>Note: If you choose the layer layout, you cannot use all the options that are available with the other three layouts (for example, Show subtree only and Expand to problem).</p>
☰	<p>Options. Click to access all commonly performed operations when viewing essential applications and business processes:</p> <ul style="list-style-type: none">  RELOAD. Click to restore the view to its original display.  ZOOM TO FIT. Click to automatically resize the CI topology to fit the screen size.  EXPORT. Click to export a CI topology as a graph. After you click this button, a new tab opens showing you the image. Right-click the image and save it to the desired location. <p>Note: The export format of the image is SVG for Firefox and Safari, and PNG for Internet Explorer.</p> <ul style="list-style-type: none"> ZOOM. Use the slider to increase or decrease the CI topology display size.

	<ul style="list-style-type: none">• DISPLAY OPTIONS.<ul style="list-style-type: none">◦ Show KPIs. Use the switch to show or hide KPI icons on CIs. To view a list of CI's KPIs and their statuses, either click the KPI icon or select Open CI Context > KPIs on a CI.<ul style="list-style-type: none">• Show KPIs with normal status. Use the switch to show or hide KPIs that have the normal status.◦ Show Health Indicators. Use the switch to show or hide Health Indicator icons on CIs. To view HI details, either click  or select Open CI Context > Show HIs on a CI.◦ Play sound notification. Use the switch to turn the sound notification option on or off. If this option is turned on, a sound alert is played when a CI in the view changes its status to critical (red).◦ Show edge label. <i>Available only with the layer layout.</i> Use the switch to show or hide the names of the relationships that link CIs in a CI topology.◦ Show multiline labels. Use the switch to enable or disable the display of multiple lines for CIs with long names.
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CI Context Menu

To open the CI context menu, either right-click the selected CI, or hover over the selected CI and then click the **Open CI Context** button that appears on the right. In the CI context menu, you can choose among the following sections:

- Button actions:

UI Element	Description
	Show subtree only. Click to focus only on a particular part of a CI topology.
	<p>Show Path to Root. Click to display the path from the selected CI to the view root CI.</p> <p>Note: To view the path from the selected CI to the view root CI in a separate window, press and hold the Ctrl button and click the Show Path to Root button. Alternatively, you can right-click the selected CI, and then select Show > Path to Root.</p>
	<p>Show Problematic Subtree. Click to display all child CIs of a problematic CI that have the Critical or Major status. This helps you to quickly locate a problematic child CI that caused the selected parent CI to have a status other than OK. If you want to see a problematic path in isolation, you can use the Show subtree only button.</p> <p>Note: To view all child CIs of a problematic CI that have the Critical or Major status in a separate window, press and hold the Ctrl button and click the Show Problematic Subtree button. Alternatively, you can right-click the problematic CI, and then select Show > Problematic Subtree.</p>
	Expand to problem. Click to expand the CI topology display to show the source of a problematic CI (available only for CIs that have a status other than OK).

Note: To leave any of these modes, click the **X** button on the top left of the page.

-  **1 event** **Event Information**

Displays the count of events originating from the selected CI, and the latest severity of the events associated with the CI.

You can click the button to open a list of the events in the Event Browser.

- **KPIs**

Shows a list of KPIs and their statuses.

- **Show HIs**

Shows HI information such as the state, the value, and the last status change.

- **Actions**

Select the action you want to execute or the tool you want to launch.

Note: To list all available actions, you can also right-click the selected CI.

Keyboard shortcuts

You can use the following keyboard shortcuts in Top View:

Keyboard shortcut	Description
Arrow keys (up, down, right, left)	Move from one CI to another.
Enter	Select the CI that is currently focused.
Shift+C	Center the Top View focus on the selected CI.
Plus Sign or Minus Sign <i>(Not available in the layer layout.)</i>	Expand or collapse the selected CI.
Spacebar <i>(Not available in the layer layout.)</i>	Expand or collapse the selected CI.
Ctrl+Plus Sign or Ctrl+Minus Sign	Increase or decrease the CI display size.
Ctrl+0	Zoom to fit (that is, resize the CI topology to fit the screen size).
Ctrl+Shift+Plus Sign or Ctrl+Shift+Minus Sign	Zoom in or out completely.
Esc	Exit a view mode (for example, Problematic Subtree), close the CI context menu, or close the Options menu.
Shift+V	Focus on the view selector and expand the View drop-down list.
Shift+F	Focus on the Search bar.
Shift+L	Change the layout for viewing a CI topology.
Ctrl+Shift+M	Open the Options menu.
Shift+R <i>(Not available in the layer layout.)</i>	Focus on the root CI.
Application key	Open the CI context menu.
F3	Show the next search result.
Shift+F3	Show the previous search result.

Note: You can also search for a CI by typing its name anywhere in the Top View page. The Search bar becomes active automatically.

View Explorer Component

The View Explorer component displays a list of views and CIs that are contained in the selected view.

The interaction between the View Explorer component and the information presented in other components on a page varies according to the context. For example, when you select one or more CIs in the CI tree, a filter is automatically applied to the Event Browser so that only events that are related to the selected CIs are displayed. The selected view also limits the events displayed to those related to the CIs contained in the view.

Some components such as Top View have built-in view selectors, but you may want to add the View Explorer component to a page with one of these components, for ease of navigation within a complex view.

To access


- **Workspaces > Operations Console > <select a perspective>**
- There are a number of default pages in My Workspace that contain this component.
- You can also create your own pages and include this component. For details, see ["Set up My Workspace" on page 243](#).

Learn More

This section includes:

- ["CI Context Menu" below](#)
- ["Unavailable Views and CIs " on the next page](#)

CI Context Menu

You can perform actions for the CI from the CI context menu. To open the CI context menu, either right-click the CI, or hover over the CI, and then click the  button.

Unavailable Views and CIs

The view selector in the View Explorer component may not display all views from the RTSM, or it may not display the contents of a view, because it includes:

- Only the views for which you have the necessary permissions. To set permissions, navigate to:

Administration > Users > Users, Groups, and Roles

Alternatively, click [Users, Groups, and Roles](#).

- Inactive views (appear in red) that cannot be selected.
- Out-of-the-box views for which you do not have a license. These views do not contain CIs. For information about the out-of-the-box views, see the *Modeling Guide*.

Tasks


This section includes:

- ["How to Select a View" on the next page](#)
- ["How to Search for CIs in a View" on the next page](#)
- ["How to Display CI Statuses" on the next page](#)
- ["How to Enable the Dark Theme" on the next page](#)
- ["How to Update the View Explorer" on page 213](#)
- ["How to Change the Automatic Refresh Rate" on page 213](#)

How to Select a View


In the View Explorer pane, select a view from the drop-down list (on the top left area of the toolbar) to display CIs contained in the view. Entering a character in the view selector field highlights the first matching view name.

Note: If you enable the option **Display CI statuses instead of icons**, the view is automatically updated when the CI status is changed (for example, when a new event changing the KPI status is received), as well as when there is a change in the CI topology (for example, when a new CI is discovered).

To reload the view list from the cache, click the  button that you can access through the **Options** button on the top right area of the toolbar.

How to Search for CIs in a View

To search for a specific CI in the CI tree, type any part of the CI name in the Search bar. A list of all matching CIs in that view appears. Selecting the desired CI in the search bar focuses on that CI and the branches are expanded if necessary.

You can collapse all CIs in a view by clicking the  button that you can access either by hovering over the root CI or through the **Options** button on the top right area of the toolbar.

How to Display CI Statuses

If you want the CI statuses held by KPIs to be displayed instead of the icons, follow these steps:

1. Select  **Options**.
2. Enable **Display CI statuses instead of icons**, and then click  **Close**.

Note: The CI Context Menu only displays KPIs if this option is enabled.

How to Enable the Dark Theme

You cannot change your preferences of this component in the pages that are delivered out-of-the-box. To edit them, create your own pages and include this component.

To change the appearance of the View Explorer component and use the dark theme, follow these steps:

1. From the ▼ **Component Menu** drop-down list, select **Preferences**. The View Explorer Preferences window opens.
2. Select the **Use Dark Theme** check box, and then click **OK**.

How to Update the View Explorer

Using the Modeling Studio, you can configure new views or modify existing views to change, increase, or decrease the information displayed:

Administration > RTSM Administration > Modeling > Modeling Studio

Alternatively, click [Modeling Studio](#).

The RTSM view lists are cached and reused for subsequent requests by the same user. The view lists are not loaded directly from the RTSM every time they are required. If a requested view is not in the cache, the view is loaded from the RTSM.

How to Change the Automatic Refresh Rate

By default, the View Explorer component is automatically refreshed every 5 seconds. The refresh requests are sent serially – if one refresh request is in progress, another one will not be sent until the former is finished.

You can change the default refresh rate in the Infrastructure Settings:

Administration > Setup and Maintenance > Infrastructure Settings

Alternatively, click [Infrastructure Settings](#).

Select **Application > Service Health Application**, then scroll down to the Top View Properties. You can change the settings **Independent refresh** and **Independent refresh rate** to modify the View Explorer component's default behavior. Note that changing these settings will also change the refresh rate of the Top View component.

UI Reference

Keyboard shortcuts

You can use the following keyboard shortcuts in View Explorer:

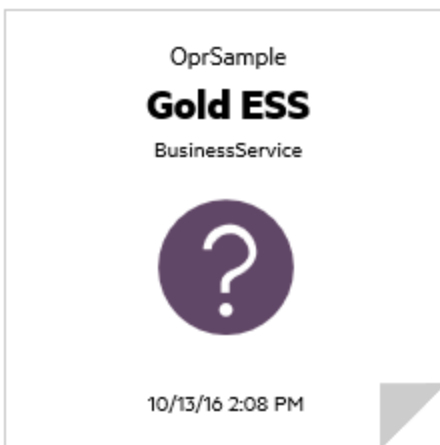
Keyboard shortcut	Description
Up Arrow	Moves the focus to the previous CI that is visible in the CI tree.
Down Arrow	Moves the focus to the next CI that is visible in the CI tree.
Left Arrow	Collapses the focused CI if it is expanded. Otherwise, moves the focus to the parent CI.
Right Arrow	Expands the focused CI if it is collapsed. Otherwise, moves the focus to the first child CI.
Page Up	Moves the focus to the nth previous CI that is visible in the CI tree. In this instance, n is the number of CIs that are visible on the screen.
Page Down	Moves the focus to the nth next CI that is visible in the CI tree. In this instance, n is the number of CIs that are visible on the screen.
Home	Moves the focus to the first CI that is visible in the CI tree.
End	Moves the focus to the last CI that is visible in the CI tree.
* (asterisk)	Expands all CIs that are under the focused CI.
/ (slash mark)	Collapses all CIs that are under the focused CI.
+ (plus sign)	Expands the focused CI.
– (minus sign)	Collapses the focused CI.
Spacebar	Toggles the selection of the focused CI.
Enter	Selects only the focused CI and leaves all other CIs unselected.
Ctrl	Preserves the selection made. This means that by holding down this key and using the arrow keys at the same time, the original selection does not change even though the focused CI changes. To change the selection, Spacebar or Enter must be used.
Shift	Selects a range of CIs. This means that by holding down this key and using the arrow keys at the same time, the range of CIs can be selected from the CI that is selected first.

List Component

The Watch List component provides high level health overview of critical CIs from different views.

You can view CI information for a customizable list of CIs. For example, if a System Administrator has eight servers in different geographic locations that are critical for the running of the operation, they could create a Watch List which shows the status of those CIs.

Details of each CI are displayed on an individual card.



To access

Create additional Watch Lists as components in My Workspace user pages. For details, see ["Set up My Workspace" on page 243](#).

Learn More

Information on a Watch List Card

The Watch List displays information about CIs on virtual cards. Each card contains the following information about the CI:

- The name of the RTSM view that the CI was added from.
- Name of the CI

- CI Type
- Icon representing the CI status which is the most severe status of any KPI associated with the CI.
- Business Impact bar which shows the impact that the CI has on the business CIs and SLAs in your monitored environment. The business impact is rated from zero (no impact) to five (high impact).

Note: The Business Impact bar is not visible by default in Service Health application components. To modify, see the *OMi Administration Guide*.

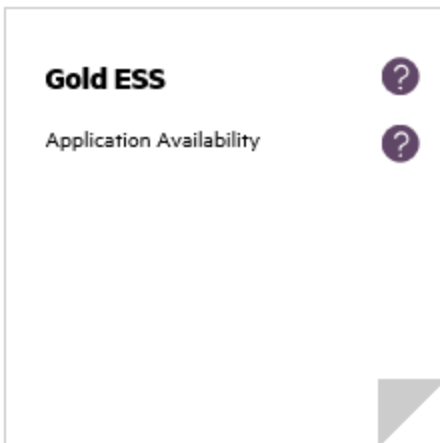
- Time that the health status changed to the currently shown status.

List of Associated KPIs

Click the lower-right corner of a card to "flip" the card and view the status of KPIs associated with the CI. The flip side of the card lists up to seven KPIs that do not have a status of OK.

Hold the pointer over a KPI to display a tooltip showing status data for the KPI.

If there are five or more KPIs without a status of OK, there is a **More** link which opens a pop-up window with a complete list of KPIs that do not have a status of OK.






Tasks

How to Add CIs to the Watch List

You add CIs to the Watch List in Edit mode. You select CIs to add to the Watch List from a list of views, or search for a specific CI from the Search tab.

Note: You need appropriate permissions to access Edit Mode.


1. In the Watch List page, click **Edit Watch List** .
2. On the Browse Views tab, select a view and then select the required CIs or use the Search tab to locate the required CIs.
3. Click **Add CIs to List**  and then click **Save changes and open Watch List in View Mode** .

Note: You cannot drag and drop CIs onto the Watch List.

How to Add CIs From a Wired Component

Wiring components creates a link between components on the same page so that if you select an item in one component, Service Health automatically selects the item if it appears elsewhere on the screen.

If a page in My Workspace or Service Health contains Watch List together with other components, you can add a wired CI to Watch List from other components on the screen. For example, if you have a page in My Workspace which contains Top View in one pane and Watch List in a different pane, you can click a CI in Top View to add it to Watch List.



1. Open or create a page which contains Watch List together with other components.
2. In Watch List, click **Edit Watch List**  to open Edit Mode.
3. In a different component (for example, Top View), click a CI that is not currently included in the Watch List and then click **OK** in the message box to add the CI to Watch List.

Note:




- You cannot add a <view name> root CI to a Watch List.
- Watch List wiring with OMi (Event Browser) in Edit mode is not currently supported.

UI Descriptions

Watch List View Mode

UI Element	Description
	Edit Watch List. Opens Edit mode so that you can add or remove CIs from the Watch List.
	Open in a New Window. Opens the Watch List in a separate pop-up window.
Card Size	Sets the display size of the CI cards.

Watch List Edit Mode

UI Element	Description
	Add CIs to Watch List. Adds the selected CIs to the right pane.
	Cancel all changes since last save. Deletes all changes that you made since you opened Edit mode.
	Save changes and open Watch List in View Mode. Saves changes and closes Edit mode.
Left Pane	List of views or search from which you can select CIs to add to the Watch List.
Right Pane	List of CIs currently in the Watch List.

Chapter 13: Customize My Workspace

My Workspace is a customizable Web 2.0 user environment for working with OMi. OMi administrators can create role-based workspaces for different types of users such as operations users, and senior management. My Workspace provides smooth interactions between different OMi components.

For details on working with My Workspace, see:

- ["Monitor your environment with My Workspace" below](#). This chapter describes My Workspace, and available pages and components.
- ["Set up My Workspace" on page 243](#). This chapter describes how to create new pages and add components to My Workspace.

Monitor your environment with My Workspace

The My Workspace administrator sets up pages that include components that are of interest to specific users or groups of users. For each page, the administrator defines the layout of components on the page, and their interaction with one another.

Understanding OMi My Workspace

My Workspace includes the following:

- **Components.** Each component is a part of OMi which displays information relevant to users' business tasks; the Component Gallery contains application components that can be used within My Workspace, grouped by their source applications. For details, see ["Available Components" on page 223](#).

You can add components to a page from the Component Gallery. You can also add external URL-based components, which can interact with other components on a page. For details, see ["Create an external component" on page 249](#).

- **Pages.** Pages are collections of several components displayed together, interacting with one another.

You can open pages from the Page Gallery, which contains predefined pages grouped by applications. For details, see ["Predefined Pages" on the next page](#).

You can also easily create new pages using both OMi components, and external components. For details, see ["Set up My Workspace" on page 243](#).

- **Wiring.** Wiring refers to how components on a page interact with one another. Within a page, components can pass information to one another, so that one component can react to a change in another. For example, you can set up a page so that if you select a CI in one component, the other components on the page focus on that CI as well.

Default pages have wiring predefined; you can also define wiring for non-default pages. For details, see ["Set up wiring between components" on page 252](#).

- **Layout.** The layout refers to how components are arranged on a page; components can be arranged horizontally, vertically, and in tabs. For details, see ["Configure the page layout – Use-Case Scenario" on page 247](#).


Working with My Workspace

- To open a page, select the page from the Page Selector drop-down list on the Page Management toolbar, on the upper right area of your workspace. You can also type part of the page name in the Page Selector, to limit the number of pages in the drop-down list.
- To close a page, click the close icon in the upper right corner of the page.
- Depending on your user permissions, you may also be able to create or delete pages, configure page layouts, add or remove components on a page, define how components interact with each other, and edit page and component categories. For details on these options, see ["Set up My Workspace" on page 243](#).

Viewing in an External Portal

You can simply copy a component's URL and paste it to an external portal in order to view OMi information.

Predefined Pages

The Workspaces area of OMi comes out-of-the-box with a number of predefined pages. You can open these pages using the Page Selector drop-down list on the toolbar, or using the **Page Gallery**  button.

You can also create custom pages using components of your choice. For details on how to work with My Workspace pages and components, see ["Set up My Workspace" on page 243](#).

Some pages have a single component with a built-in view selector; others have multiple components where one component is used to select views or CIs for the other components. For details on each of the components, see ["Available Components" on page 223](#).

The following are the predefined pages within My Workspace.

Note: You can only access pages for which you have permissions, as described in ["Define user permissions in Workspaces" on page 246](#).

Page	Description
Dashboards	
360° View	Displays comprehensive data about a selected CI in one central location. The 360° View contains the Hierarchy component which provides KPI data about the CIs in a selected view. If you select a CI within the Hierarchy component, you can see its detail links. When you click the detail links, you can access the following components: Business Impact, Health Indicators, Alerts, and Changes and Incidents. For details, see "360° View" on page 269 .
KPI Over Time	The KPI Over Time dashboard enables you to view the statuses and status summaries of selected KPIs and CIs over time. The dashboard lets you choose from a number of widgets to survey historical KPI status data and the health of the monitored environment at a glance. For details, see "KPI Over Time Dashboard" on page 270 .
Monitoring Dashboard	Monitoring Dashboards provide an at-a-glance overview of the events from the environment you are monitoring. Monitoring Dashboards enable you to quickly assess the health of the environment and to identify areas that require your attention. For details, see "Monitoring Dashboard" on page 257 .
ROI Dashboard	The Return on Investment Dashboard displays the proportion of events received by OMi that have been automatically handled against those that required intervention by operators. The higher the proportion of automatically handled events, the greater the contribution OMi is making to the management of your infrastructure. If the cost of manually handling a typical event is known, this value can be entered into OMi, based on which, the total cost saving achieved through OMi can be displayed. These statistics can be displayed for any specified time period within which OMi has been monitoring your IT environment. For details, see "Return On Investment Dashboard" on page 275 .
Operations Console	
Discover OMi	Enables you to explore OMi step-by-step, following predefined paths and learning OMi features along the way. The map begins with an interactive tutorial. Each step offers built-in information as well as links to additional resources, for example, the related UI page, online help, or videos. Discover OMi tracks your progress so that

Page	Description
	you are aware of the areas you have already visited. Note that progress is stored locally, and that deleting browser cookies (or clicking Reset States within the map) will delete your progress.
Event Perspective	Displays a summary of the events that occur in the operating environment you are monitoring, as well as detailed information about selected events. For details, see "Event Perspective" on page 283 .
Health Perspective	<p>Displays the health of related CIs in the context of events. The event selected in the Event Browser determines what is displayed in the Health Top View pane and Health Indicators pane.</p> <p>The page helps you understand the health status of an object, shows you which business rules and KPIs are being used, and how the health status of the selected object affects the health of related CIs. For details, see "Health Perspective" on page 284.</p>
Performance Perspective	Enables you to draw graphs from templates and create ad hoc graphs by selecting required metrics from a metric list, which is populated based on the CI you have selected. For details, see "Performance Perspective" on page 286 .

Available Components

Components from different applications can be added to My Workspace pages. The following section describes the available OMi components. For user interface details, see ["Component Gallery Dialog Box" on page 233](#).

Note: To access components from an application, you must have a license for that application.

Some components are also available as predefined pages. For details, see ["Predefined Pages" on page 220](#).

You can add components from the following applications:

- ["Event Management" below](#)
- ["General" on the next page](#)
- ["NNMi" on the next page](#)
- ["Performance Management" on page 226](#)
- ["Service Health" on page 226](#)
- ["SiteScope" on page 227](#)

Event Management

Component Name	Description
Actions	Displays a list of the Actions (Tools, Run Books, Custom Actions, and Performance Dashboards) applicable to a selected event, its related CI, or the node that hosts the CI. For details, see "Use the Actions pane" on page 134 .
Event Browser	Displays a summary of all the events that have occurred in the operating environment you are monitoring. For details, see "Event Perspective" on page 283 .
Event Browser with Details	Displays a summary of all the events that have occurred in the operating environment you are monitoring, together with the Details pane that displays detailed information about the selected event. For details, see "Event Perspective" on page 283 .
Event Details	Displays detailed information about the selected event in a dedicated pane below the Event Browser or as a popup window. For details, see "Event Perspective" on page 283 .

Component Name	Description
Event Browser (HTML)	Displays a summary of all active events that have occurred in the operating environment you are monitoring. For details, see "Use the Event Browser (HTML)" on page 105.
Monitoring Dashboard	Enables you to select a Monitoring Dashboard configuration that displays a summary of events that match an event filter or that are related to the configuration items included in a referenced view. Monitoring Dashboards display status information using different types of widgets (for example, stack and pie widgets). For details, see "Monitoring Dashboard" on page 257.
ROI Dashboard	The Return on Investment Dashboard displays the proportion of events received by OMi that have been automatically handled against those that required intervention by operators. The higher the proportion of automatically handled events, the greater the contribution OMi is making to the management of your infrastructure. If the cost of manually handling a typical event is known, this value can be entered into OMi, based on which, the total cost saving achieved through OMi can be displayed. These statistics can be displayed for any specified time period within which OMi has been monitoring your IT environment. For details, see "Return On Investment Dashboard" on page 275.

General

Component Name	Description
Discover OMi	Enables you to explore OMi step-by-step, following predefined paths and learning OMi features along the way. The map begins with an interactive tutorial. Each step offers built-in information as well as links to additional resources, for example, the related UI page, online help, or videos. Discover OMi tracks your progress so that you are aware of the areas you have already visited. Note that progress is stored locally, and that deleting browser cookies (or clicking Reset States within the map) will delete your progress.
CI Explorer	Enables you to search for CIs based on their CI type. This component is used for browsing CIs and is especially useful when browsing through CIs that belong to different views. It enables you to search directly for the CIs without switching between these views. For more information, see "Browse CIs with the CI Explorer" on page 139.

NNMi

To access the NNMi components, you must have the appropriate licenses installed. NNMi components are only displayed if you have configured a connection to an NNM server in Infrastructure

Settings:

Administration > Setup and Maintenance > Infrastructure Settings

Alternatively, click [Infrastructure Settings](#).

Select **Foundations > Integrations with other applications > HPE NNMi**.

Wiring between NNMi and OMi components is enabled only if an NNMi-OMi integration has been implemented. For details on integrations, see the OMi section in the **Integrations** tab in the [HP Software Integrations site](#) (<http://support.openview.hp.com/sc/solutions/index.jsp#tab=tab3>).

Tip: If you customize an NNMi node group map and export that customized map to a URL, you can then add the URL as an external component to My Workspace. For details, see "[Create an external component](#)" on page 249.

Component Name	Description
Layer 2 Neighbor View	Shows a map view of a selected device and its connector devices within a specified number of hops from the selected device. This view is useful for understanding the switch connectivity between devices.
Layer 3 Neighbor View	Shows a map view of a selected device and its connector devices within a specified number of hops from the selected device. This view is useful for understanding the router connectivity between devices.
MPLS VPN Inventory	This is an enterprise customer view of how their sites are connected via service provided MPLS networks.
Open Key Incidents	Shows the incidents that are most important to network operators, and that often require more immediate action.
Overall Network Health (Node Group Overview)	Displays a map containing all (top-level) Node Groups that do not have parent Node Groups.
Overall Network Health - Routers	Displays a Node Group Map of the Router connectivity in your network.
Overall Network Health - Switches	Displays a Node Group map of the Switches connectivity in your network.

Component Name	Description
Router Redundancy Groups Inventory	Shows the available Router Redundancy Groups created by the NNMI administrator. Each Router Redundancy Group is a set of two or more routers that use one or more virtual IP addresses to help ensure that information packets reach their intended destination.

Performance Management

Component Name	Description
Performance Dashboards	Displays the Performance pane from which you can create and customize performance dashboards. For details, see "Performance Perspective" on page 286 .

Service Health

Component Name	Description
Business Impact	Displays business CIs and SLAs that are impacted by the selected CI. For details, see Business Impact Component .
Changes and Incidents	Displays the incidents opened for the selected CI, as well as planned changes and actual changes made to the CI. For details, see "Changes and Incidents Component" on page 164 .
Custom Image	Displays a user-defined custom image that describes the real world that a view represents, with the view's CIs represented by real-time status indicators in the image. For details, see "Custom Image component" on page 169 .
Geographical Map	Displays, on a geographical map, real-time status indicators at the geographical location assigned to the view's CIs. The status indicator shows the worst status of the CIs at the geographical location. For details, see "Geographical Map Component" on page 170 .
Health Indicators	Displays details regarding the health indicators that are used to calculate and set the current status of a selected CI. For details, see "Health Indicators Component" on page 178 .
Health Top View	Displays the topological view of the CIs affected by the event selected in the Event Browser pane or the topological neighborhood of the CI selected in any of the wired components on the same page. For details, see "Health Top View Component" on page 181 .

Component Name	Description
Hierarchy	Displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. If you select a CI within the Hierarchy component you can see its detail links. When you click the detail links, you can access additional components which provide comprehensive data regarding the CI. For details, see "Hierarchy Component" on page 187 .
KPI Over Time	The KPI Over Time dashboard enables you to view the statuses and status summaries of selected KPIs and CIs over time. The dashboard lets you choose from a number of widgets to survey historical KPI status data and the health of the monitored environment at a glance. For details, see "KPI Over Time Dashboard" on page 270 and "Working with the KPI Over Time Dashboard as a Component" on page 274 .
Top View	Displays CI bars that represent real-time IT performance metrics mapped onto business applications, linked by lines that represent relationships between CIs. For details, see "Top View Component" on page 201 .
View Explorer	Displays a list of views and their CI hierarchies. The component enables you to select a view and browse through its CI hierarchy, or to search for a CI in the selected view. For details, see "View Explorer Component" on page 210 .
Watch List	Displays a high-level health overview of important CIs, from multiple views. For details, see "List Component" on page 215 .

SiteScope

Component Name	Description
SiteScope Multi-View	Displays availability and status information of SiteScope objects that belong to different hierarchical levels in a single view. For details, see the SiteScope Help.

My Workspace User Interface

This section includes:

- ["My Workspace" on the next page](#)
- ["Page Gallery Dialog Box" on page 231](#)
- ["Component Gallery Dialog Box" on page 233](#)

- ["New/Edit Component Dialog Box" on page 235](#)
- ["Wiring Dialog Box" on page 242](#)

My Workspace

My Workspace enables you to view default pages from OMi, and to create new pages containing OMi components and external components. Each page is displayed as a tab within the workspace. For a list of default pages, see ["Predefined Pages" on page 220](#). For a list of default OMi components, see ["Available Components" on page 223](#).

To access

Workspaces > My Workspace

Alternatively, click [My Workspace](#).

Note: After logging into OMi, users are automatically redirected to their personal My Workspace page.

- **Important Information:** This help topic appears if you create a non-default page and access **Help > Help on this page** in the OMi menu bar.
- **Relevant Tasks:** ["Set up My Workspace" on page 243](#).









Learn More

Page Management Toolbar

The Page Management toolbar on the upper right of the workspace, enables you to create pages, add components to pages, and define how components interact between one another.

User interface elements are described below:











UI Element	Description
<Page Selector>	Select a page from this drop-down list to open the page in your workspace. The list contains the pages that are defined in the Page Gallery.

UI Element	Description
	If you start typing a page name in this box, the list includes only those pages whose name starts with the typed letters.
	Refresh. Refresh the page.
	Save or Save As. Save the current page to the Page Gallery. A dialog box enables you to name the page, give the page a description, and select a category for the page. The description appears as a tooltip for the page, within the Page Gallery.
	Page Gallery. Open the Page Gallery. The Page Gallery contains default pages, as well as pages you have saved. You can then edit page definitions, or open pages. For user interface details, see "Page Gallery Dialog Box" on page 231 .
	New Page. Create a new page. After opening a new page you can configure its layout, add components to the page, and define wiring between the components. For task details, see "Set up My Workspace" on page 243 .
	Edit Page Layout. Modify the layout of an existing page. Use the Layout tools in the top left corner of each layout to modify the layout areas. Exit Editing. When you are done, click this button to stop editing.
	Components. Open the Component Gallery, which contains default components, as well as components you have added. You can then edit component definitions, or add components to a page. For user interface details, see "Component Gallery Dialog Box" on page 233 .
	Page Wiring. Define the wiring between components, which determines how components interact with one another. For user interface details, see "Wiring Dialog Box" on page 242 .
	Start Slideshow/Stop Slideshow. Start a slideshow of open pages. A dialog box enables you to define how often the pages are rotated. Pages are refreshed before they are displayed. If a slideshow is running, click this button to stop the slideshow. Note: If the page refresh interval is longer than the slideshow interval, the page will not be refreshed. For example, if a component is set to refresh every minute, but the slideshow rotates pages every 30 seconds, the page will not be refreshed.

Layout Tools

When a layout is empty, the layout tools on the upper left area enable you to define the layout. Icons in the center of the layout indicate the type of layout: horizontal, vertical, or tabbed.





User interface elements are described below:

UI Element	Description
Layout Tools	
	Remove Layout. Remove a layout from the page.
	Add Component. Open the Component Gallery. You can then double-click a component to place it in the layout area. For user interface details, see " Component Gallery Dialog Box " on page 233.
	Split. Divide a vertical layout into two layouts, one above the other.
	Split. Divide a horizontal layout into two layouts, side by side.
	Switch to Horizontal. Change the layout from vertical or tabbed to horizontal. Components placed in this area will be added side by side.
	Switch to Vertical. Change the layout from horizontal or tabbed to vertical. Components placed in this area will be added one above the other.
	Switch to Tabs. Change the layout from vertical or horizontal, to a tab layout. Components placed in this area will be added as tabs.
Layout Icons	
	<Horizontal layout>. This icon in the center of a layout indicates that the layout is horizontal. Components placed in this area will be added side by side.
	<Vertical layout>. This icon in the center of a layout indicates that the layout is vertical. Components placed in this area will be added one above the other.
	<Tabbed layout>. This icon in the center of a layout indicates that the layout is horizontal. Components placed in this area will be added as tabs.

Component Toolbar

The component toolbar on the upper right of each component enables you to administer the component.

User interface elements are described below:

UI Element	Description
▼	<p>Open one of the following:</p> <ul style="list-style-type: none"> • Preferences. Enables you to rename a component, and customize refresh rates. • Wiring. Enables you to customize how this component interacts with the other components on the page. For details, see "Wiring Dialog Box" on page 242. • Refresh. Manually refresh the component. • Help. Access help on the component. <p>Note:</p> <ul style="list-style-type: none"> • Depending on the component, some of these options may not be available. • Within Mozilla Firefox, if you have a number of components on a page and you open the Preferences or Wiring dialog box for a component, it is recommended that you not drag the dialog box to a new location as this may cause UI problems.
	<p>Configure Component. Define filtering for the component, when a component supports internal filtering.</p>
	<p>Display the component in a separate popup window.</p> <p>Note: The popup window that opens does not support wiring.</p>
	<p>Temporarily collapse a component, or restore a collapsed component.</p>
	<p>In a vertical or horizontal layout, closes a component and removes it from the page.</p> <p>In a tabbed layout each tab has a button which closes the tab; the main close button removes the layout.</p>

Page Gallery Dialog Box

This dialog box enables you to select a page and open it in My Workspace, and to manage the Page Gallery. Within the Page Gallery, pages are assigned to categories. You can add, edit, or delete page categories; assign pages to categories; and open, edit, or delete pages.

To access

Workspaces > My Workspace

Alternatively, click [My Workspace](#).




In My Workspace, click the **Page Gallery**  button.

- **Important Information:** To open a page in My Workspace, double-click a page within the Page Gallery.
- **Relevant Tasks:** ["Set up My Workspace" on page 243.](#)

Learn More


Categories (left side)




User interface elements are described below:

UI Element	Description
	New Category. Create a new category. You can then assign pages to this category. For details see "Modify page and component categories" on page 253.
	Edit Category Name. Select a user-defined category and click to rename (default categories cannot be renamed).
	Delete Category. Select a user-defined category and click to delete (default categories cannot be deleted).
Categories	<p>This contains a list of categories to which pages are assigned. A category can have the following indications after its name:</p> <ul style="list-style-type: none"> • A number following the category name shows how many pages are in the category. • A lock icon following the category name shows that the category is a default category, and cannot be renamed or deleted. <p>You can use the toolbar to manage a category, or select a category to display its pages on the right side of the dialog box.</p> <p>Note that categories are not exclusive - you can assign a page to more than one category.</p>

Pages (right side)

User interface elements are described below:

UI Element	Description
	Open Page. Select a page and click to open it in My Workspace.

UI Element	Description
	Categorize Page. Select a page and click to assign it to a category.
	Clone Page. Select a page and click to create a copy of it. You can then make changes to the page and save it with a new name. A dialog box enables you to name the new page, give the page a description, and select a category for the page. The description appears as a tooltip for the page within the Page Gallery.
	Delete Page. Select a page and click to delete it from the gallery.
Pages	This shows the default pages available for display in My Workspace, as well as custom pages that you have saved. You can select a page and use the toolbar to edit page definitions, or double-click a page to open it in My Workspace.
Search box	Type a text string to search for a specific page.

Component Gallery Dialog Box

After you open a page, this dialog box enables you to manage components, and to open them in My Workspace. Within this dialog box you can modify component categories, assign components to categories, and open, edit, or delete components.

To access

Workspaces > My Workspace

Alternatively, click [My Workspace](#).




In My Workspace, click the **Components**  button.

- **Important Information:** To open a component in My Workspace, select a component and drag it to your page. The components displayed by default are those for which you have appropriate licenses. For details, see "[Available Components](#)" on page 223.
- **Relevant Tasks:** "[Set up My Workspace](#)" on page 243.

Learn More


Categories (left side)




User interface elements are described below:

UI Element	Description
	New Category. Create a new category. You can then assign components to this category. For details see "Modify page and component categories" on page 253 .
	Edit Category Name. Select a user-defined category and click to rename (default categories cannot be renamed).
	Delete Category. Select a user-defined category and click to delete (default categories cannot be deleted).
Categories	<p>This contains a list of categories to which components are assigned. A category can have the following indications after its name:</p> <ul style="list-style-type: none"> • A number following the category name shows how many components are in the category. • A lock icon following the category name shows that the category is a default category, and cannot be renamed or deleted. <p>You can use the toolbar to manage a category, or select a category to display its assigned components on the right side of the dialog box.</p> <p>Note that categories are not exclusive - you can assign a component to more than one category.</p>

Components (right side)

User interface elements are described below:

UI Element	Description
	<p>Add External Component. Add a new component based on a URL.</p> <p>This opens a dialog box where you define the new component. For details, see "New/Edit Component Dialog Box" on the next page.</p> <p>You can add any URL as a component.</p>

UI Element	Description
	Edit Component Properties. Select an external component and click this button to edit the component's definitions. For details, see " New/Edit Component Dialog Box " below.
	Categorize Component. Select a component and click this button to assign it to a category.
	Delete Component. Select a component and click this button to delete it from the gallery.
Components	This shows the default components available for display in My Workspace, as well as external components that you have added. Select a component and use the toolbar to edit component definitions, or drag the component onto the page.
Search box	Type a text string to search for a specific component.

New/Edit Component Dialog Box

This dialog box enables you to define a component based on an external URL. You can set up wiring to use attributes from contexts sent by other components to define the URL's pattern, such as CI attributes.

To access

Workspaces > My Workspace

Alternatively, click [My Workspace](#).

Access the Component Gallery and click **Add External Component**, or select an external component and click **Edit Component Properties**.

- **Important Information:** URLs for external components must begin with one of the following: `https://`, `http://`, or `ftp://`. If a URL is saved with a different prefix, the OMi session will hang.

- **Relevant Tasks:** "[Set up My Workspace](#)" on page 243

See Also: "[Create a component using a dynamic URL – Use-Case Scenario](#)" on page 251

Learn More

Upper pane

User interface elements are described below:

UI Element	Description
Name	Enter the name you want to assign to the component.
URL	Enter the URL of the component. If you are creating a dynamic URL using parameters, enter the static part of the URL here. For example, the URL to search for the string <code>microfocus</code> in <code>Google.com</code> uses the following format: <code>http://www.google.com/search?q=microfocus</code> The static part of this URL is the section before the question mark: <code>http://www.google.com/search</code>
Description	Enter a description of the component.
Display last update label	Select this checkbox if you want the component to display its last update time.

Categorize Component area

Optional. Select one or more categories to which you want the component assigned.



Configure Wiring area

Wiring Context

This area enables you to select one or more contexts whose attributes will be used to define the URL pattern:

- If you select **CIChange**, CI attributes can be used to define the URL.
- If you select **EventChange**, event attributes can be used to define the URL.
- If you select **ViewChange**, the view name can be used as an attribute.



User interface elements are described below:

UI Element (A-Z)	Description
	<p>Add Context. Add a context whose attributes can be used to define the URL pattern.</p> <p>A dialog box enables you to select which context to add.</p>
	<p>Remove. Select a context and click this button to remove it from the list.</p>
<Context>	<p>Each line represents a context whose attributes can be used to create the URL pattern.</p>

URL Parameters and Values

This area enables you to add URL parameters and values to build the URL pattern, using wiring context attributes.

User interface elements are described below:

UI Element	Description
	<p>New Parameter. Add a URL parameter.</p> <p>In the dialog box that appears, select one of the following elements of the URL: path, query string, or fragment of the URL, and type the parameter name.</p> <p>Use the following pattern: https://domain/ <path> ? <query_string> # <fragment>.</p> <p>For example, to create a dynamic URL based on http://www.google.com/search?q=microfocus, add a URL parameter named q.</p>
	<p>Remove. Select a URL parameter and click this button to remove it from the list.</p>
Attributes	<p>This contains a list of the attributes that can be used to build the URL pattern. This list is dependent on the contexts you select in the Wiring Context area.</p> <p>For example, if you select CChange in the Wiring Context area, the attribute <<ciId>> is available to build your URL pattern.</p> <p>To use an attribute as the value of a URL parameter, drag the attribute from this area to the Value area of the parameter.</p>
URL Parameter and Value	<p>Each line represents the name of a URL parameter which is used to create the URL pattern, and its value.</p> <p>After defining a parameter name, drag an attribute from the Attributes area to the Value area of the parameter.</p> <p>To edit a parameter name or value, click the parameter or value itself and edit its contents.</p>

UI Element	Description
URL Parameters	This shows the URL pattern that was built using the static URL that you entered in the URL field, and the URL parameters that you defined in the URL Parameters area.

Attributes per wiring context

Based on the wiring context, different attributes are available to build the URL pattern.

Wiring Context	Attributes
CIChange	<p>The CIChange attributes are based on the properties of a CI. Not all properties (and not all attributes) are applicable to every CI type. To find out which of your CIs have which properties, open the IT Universe Manager and access the New CI dialog box. Once you select a CI type, the possible (and partly predefined) properties are listed.</p> <p><<ack_cleared_time>> — The time when the acknowledgment history of a CI is cleared.</p> <p><<ack_id>> — The location of the acknowledgment ID.</p> <p><<ack_update_time>> — The time when an acknowledged CI was last updated.</p> <p><<ciId>> — The ID of an CI.</p> <p><<city>></p> <p><<classification>> — A CI's classification property. For example, a CI of the CI type Computer has the classification infrastructure.</p> <p><<cmdbId>> — The location of the RTSM object ID.</p> <p><<contextmenu>> — The context menu(s) of a CI.</p> <p><<country>></p> <p><<description>> — The description of a CI.</p> <p><<digest>></p> <p><<display_label>> — The label that appears for a CI in the topology map.</p> <p><<document_list>></p> <p><<global_id>> — The global ID of a CI.</p> <p><<is_save_persistency>></p>

Wiring Context	Attributes
	<p><<layer>></p> <p><<MENU>></p> <p><<monitored_by>></p> <p><<name>> — The name of a CI.</p> <p><<state>> — A CI's status (Critical, Major, Minor, Warning, OK, No Data, Downtime, Stop, Info, Uninitialized).</p> <p><<TenantOwner>> — A tenant owner ID.</p> <p><<TenantsUses>></p> <p><<track_changes>></p> <p><<user_label>>— The user label of a CI. If no user label is specified, the CI name appears as the default label.</p> <p><<viewName>> — The name of the view in which a CI is displayed.</p>
EventChange	<p>The EventChange attributes are based on the properties of an event. To find out more about event properties, see <i>the OMi User Guide</i>.</p> <p><<category>> — The category of an event, for example DB, Storage, or System.</p> <p><<ciRef>></p> <p><<context>></p> <p><<event.annotationCount>> — An event's number of annotations. Annotations are comments or observations relating to the associated (or a similar) event.</p> <p><<event.application>> — Application that caused the event to occur.</p> <p><<event.assignedGroup.name>> — The name of a group to which an event is assigned.</p> <p><<event.assignedUser.loginName>> — The login name of an user to whom an event is assigned.</p> <p><<event.assignedUser.name>> — The name of an user to whom an event is assigned.</p> <p><<event.category>> — The category of an event, for example DB, Storage, or System.</p> <p><<event.closeKeyPattern>> — The close key pattern of an event.</p> <p><<event.ctrlTransferredTo.externalId>> — The external ID of</p>

Wiring Context	Attributes
	<p>an event.</p> <p><<event.custom.Company>> — An event's default custom attribute "Company".</p> <p><<event.custom.Customer>> — An event's default custom attribute "Customer".</p> <p><<event.custom.Manager>> — An event's default custom attribute "Manager".</p> <p><<event.custom.Region>> — An event's default custom attribute "Region".</p> <p><<event.description>> — The description of an event.</p> <p><<event.duplicateCount>> — The number of an event's duplicates.</p> <p><<event.eti.indicator.name>> — The name of an event's ETI.</p> <p><<event.eti.value.name>> — The value of an event's ETI.</p> <p><<event.etiHint>> — An event's ETI resolution hint.</p> <p><<event.id>> — The ID of an event.</p> <p><<event.key>> — An event's key reference.</p> <p><<event.matchInfo.policyName>> — An event's matched policy name.</p> <p><<event.matchInfo.policyType>> — An event's matched policy type.</p> <p><<event.node.dnsName>> — The DNS name of the originating server, used to identify the node CI.</p> <p><<event.node.id>> — The node ID of the originating server, used to identify the node CI.</p> <p><<event.object>> — An event's relation to a named object, such as a computer, printer, or modem.</p> <p><<event.omServiceId>> — An event's specified Operations Manager Service ID.</p> <p><<event.omUser>> — An event's specified Operations Manager user.</p> <p><<event.originalData>> — The original event text as captured from Operations Agent before being formatted into an OM message.</p> <p><<event.originalId>></p>

Wiring Context	Attributes
	<p><<event.OriginatingServer>> — The host name of the event's originating server.</p> <p><<event.priority>> — The event's priority, for example None, Low, or Medium.</p> <p><<event.relatedCi.id>> — The ID of a CI, used to identify the CI related to the event.</p> <p><<event.sendingServer>> — The core ID of the sending server.</p> <p><<event.severity>> — The severity of an event.</p> <p><<event.solution>> — The solution steps taken to solve the problem identified by the event.</p> <p><<event.sourceCi.id>> — The ID of the specified source CI.</p> <p><<event.sourcedFrom.dnsName>> — The DNS name of the connected server from which the event is sourced.</p> <p><<event.sourcedFrom.externalId>> — The ID of an external source from which the event is sourced.</p> <p><<event.state>> — The lifecycle state of an event, for example Open, In Progress, Resolved, or Closed.</p> <p><<event.subCategory>> — Name of the event's subcategory.</p> <p><<event.timeChanged>> — The point in time relative to the current time when the event was last changed.</p> <p><<event.timeCreated>> — The point in time when the event occurred.</p> <p><<event.timeFirstReceived>> — The point in time when OMI received its first notification of an event.</p> <p><<event.timeReceived>> — The point in time when an event was received.</p> <p><<event.timeStateChanged>> — The point in time when the last lifecycle state change took place.</p> <p><<event.title>> — The title of an event.</p> <p><<event.type>> — The type of an event.</p> <p><<eventId>> — The ID of an event.</p> <p><<relatedCi.display_label>> — The display label of a CI, used to identify the CI related to an event.</p> <p><<relatedCi.name>> — The name of a CI, used to identify the</p>

Wiring Context	Attributes
	CI related to an event. <<sourceCi.name>> — The name of a CI, used to identify the source CI.
EventDashboardClickEvent	<<dashboardId>> — ID of a Monitoring Dashboard. <<drillDownDashboardId>> — ID of a Monitoring Dashboard that you want to drill down to. <<filterId>> — ID of a filter used to limit the results displayed in the Event Browser. <<filterName>> — Name of a filter used to limit the results displayed in the Event Browser. <<viewName>> — Name of a view used to filter the events displayed in the Event Browser. <<widgetId>> — ID of a widget used in a Monitoring Dashboard.
EventPropertyChange	<<eventIds>>
ViewChange	<<viewName>> — The name of a view.

Wiring Dialog Box


This dialog box enables you to define wiring between the components on a page, which determine how components interact with one another. After you place components on a page, you can use this dialog box to define which components (sources) send contexts to which components (targets). When you finish setting up your wiring, save the page.

For example, suppose View Explorer is defined as a source component which sends the **CIChange** wiring context to Top View (target component). When you select a CI in View Explorer, Top View focuses on this CI as well.

To access

Workspaces > My Workspace

Alternatively, click [My Workspace](#).

In My Workspace, click the **Wiring**  button.

- **Relevant Tasks:** ["Set up My Workspace" below](#)

Learn More

User interface elements are described below:

UI Element (A-Z)	Description
Contexts	<p>After you select a source component, this contains a list of the contexts that can be sent from this source to the target components.</p> <p>Select the context which you want sent to one or more targets, then select the target components.</p>
Source Components	<p>This displays all of the components on the page that have the ability to send contexts to other components.</p> <p>Select a source component, then select context and target components.</p> <p>Note: This list will be empty if no components on the page have the ability to send information to other components. To resolve this, add a component to the page which enables you to select a CI or a view, such as Top View or View Explorer.</p>
Summary of Page Wiring	<p>This displays a summary of the wiring that has been defined for the page. Each line shows a source, the context it sends, and the target component receiving this context from this source.</p>
Target Components	<p>After you select a source component and context, this displays all of the components on the page that have the ability to receive this context from the specified source.</p> <p>Select one or more target components which will receive contexts from the source component.</p>

Set up My Workspace

This section describes how to set up My Workspace. The following tasks are optional, and can be performed in any order.

Note that your ability to perform these tasks depends on your user permissions. For information on roles and permissions, see the *OMi Administration Guide*.

- ["Open a page" on the next page](#)

- ["Configure the layout of a page" below](#)
- ["Add components to a page" below](#)
- ["Add an external component to the Component Gallery" on the next page](#)
- ["Define how components interact with one another" on the next page](#)
- ["Modify categories of pages and components" on the next page](#)
- ["Close a page or delete a page" on page 246](#)

Open a page

My Workspace is provided with predefined pages, which are located in the Page Gallery, together with any pages you have created and saved. For details, see ["Predefined Pages" on page 220](#).

- To open a page, select the page from the Page Selector dropdown list on the Page Management toolbar, on the upper right area of your workspace. You can also type part of the page name in the Page Selector, to limit the number of pages in the dropdown list.
- To create a new page, click the **New Page** button on the Page Management toolbar.

Configure the layout of a page

After you open a page, you can configure how the components will be arranged on the page. My Workspace enables you to define each layout as horizontal (components are displayed side by side), vertical (components are displayed one above the other), or in tabbed areas.

For details, see ["My Workspace" on page 228](#).

For an example of defining layout, see in ["Configure the page layout – Use-Case Scenario" on page 247](#).

Add components to a page

My Workspace is provided with default components from the OMi applications, as described in ["Available Components" on page 223](#). The default components are located in the Component Gallery, together with any external components you have added.

You can add a component to a page in one of two ways:

- Within an empty layout area, click the **Add Component** button. Within the Component Gallery, double-click a component to place it in the layout area.

- Click the **Components** button on the Page Management toolbar. Select a component in the Component Gallery, and drag it to an area on the page.

For details, see ["Component Gallery Dialog Box" on page 233](#).

When adding components to a page, note the following:

- If the target area is hidden by the Component Gallery dialog box, click the dialog box title bar and drag it to another location on your screen.
- If you are dragging a new component to a target area that already has a component defined, drag the new component to the title bar of the target area, and not to the part of the component that is colored white.
- When using the **Components** button on the Page Management toolbar to add a component, double-clicking is not supported.

Add an external component to the Component Gallery


You can add a URL as a component within My Workspace. Open a page, and click the **Components** button on the Page Management toolbar.

Click the **Add External Component** button, and define the component as described in ["Create an external component" on page 249](#). The new component is added to the Component Gallery, and can then be added to any page.

For details, see ["New/Edit Component Dialog Box" on page 235](#).

Define how components interact with one another

The interaction between components on a page in My Workspace is called **wiring**. After you place components on a page, you can define how components interact with one another.

Default pages have wiring predefined. You can also modify default wiring definitions. For example, if you have two components on a page, and you do *not* want them to interact with each other, you must disable the wiring between them. Click the **Page Wiring** button , and clear the corresponding checkbox.

For details, see ["Set up wiring between components" on page 252](#).

Modify categories of pages and components

My Workspace contains default categories within the Page Gallery and the Components Gallery to help

you organize pages and components. You can add categories, edit or delete user-defined categories, and add or remove pages and components from categories.

For task details, see ["Modify page and component categories" on page 253](#).

Close a page or delete a page

To close a page, click the close icon in the upper right corner of the page. The page is closed in your workspace, but it is not removed from the page gallery.

To delete a page from the page gallery, click the **Page Gallery** button, select the page, and delete it. For details, see ["Page Gallery Dialog Box" on page 231](#).

Define user permissions in Workspaces

Permissions to work with Workspaces components and pages are defined in Users, Groups, and Roles.

To access

Administration > Users > Users, Groups, and Roles > Edit Role or Create Role > Permissions > Workspaces

Alternatively, click [Users, Groups, and Roles](#).

The operations that can be defined for a user are dependent on the area within Workspaces, as follows:

- **Predefined Pages.** These pages are defined out-of-the-box. Users cannot add, modify, or remove components on these pages. The only operation that can be defined via user permissions is **View**, to enable a user to view these pages.
- **User Pages and User Components.** Users can be granted permissions to perform the following regular operations on user-defined pages and components: **Add, Change, View, Delete, and Full Control**.

Within user pages, there is an additional permission level unique to My Workspace called **Locked**. If you want specific users to only monitor information, but not to select a view or apply filters on a page, you can apply **Locked** permissions to a user-defined page. This is relevant for pages which include built-in view selectors such as the Service Health components (Top View, Hierarchy, Geographic Map and so on), and the Event Browser.

Configure the page layout – Use-Case Scenario

This section provides an example of how to configure the layout of components on a page. The layout defines the appearance of the page—how many areas are on the page, whether components are arranged horizontally, vertically, in tabbed areas, and so on.

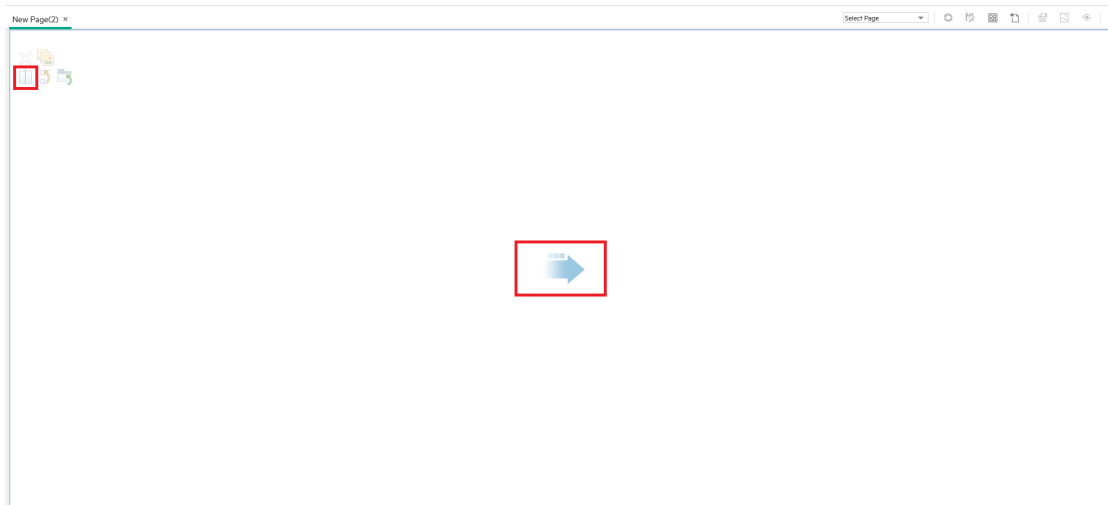
We recommend that you plan in advance which components you want to place on your page and how they should be arranged, and then configure your page layout accordingly.

1. Background

Adam, an administrator at ACME corporation, wants to set up a page with two components in tabs on the left side of the page, and a vertical area (with components arranged one above the other) on the right side of the page.

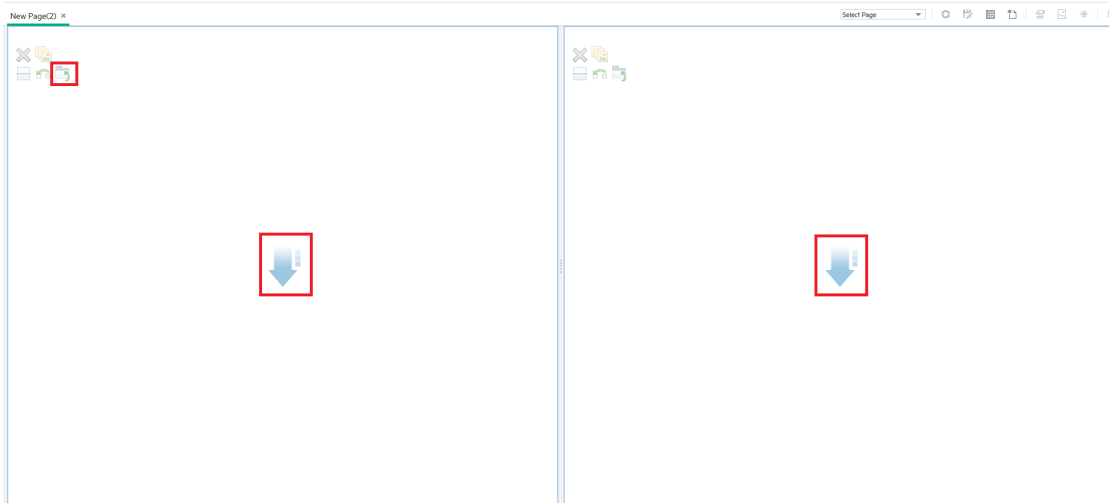
2. Open a page

Adam opens a new page, which has a horizontal layout by default:



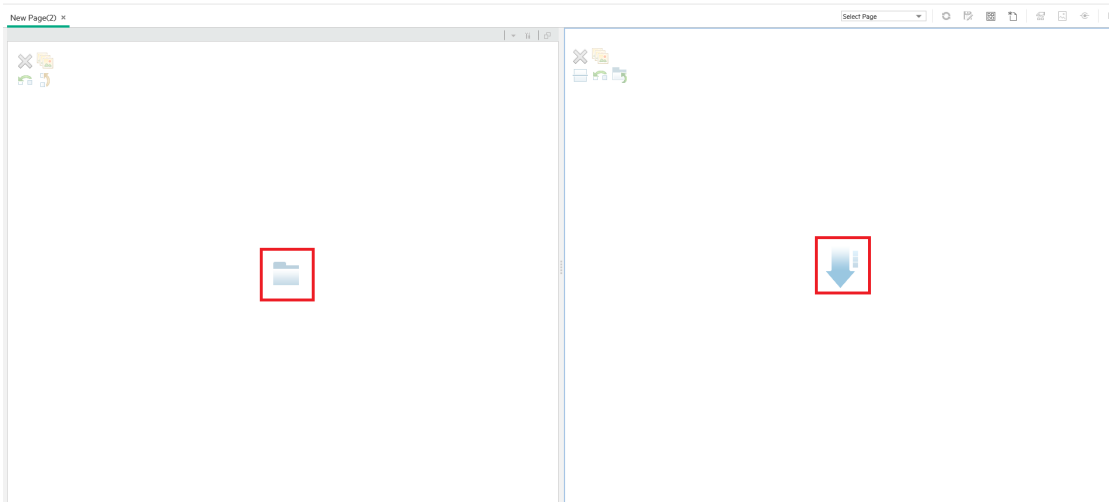
3. Split the page

Adam then clicks **Split** to divide the layout into a left and right pane. The layout is now oriented vertically:



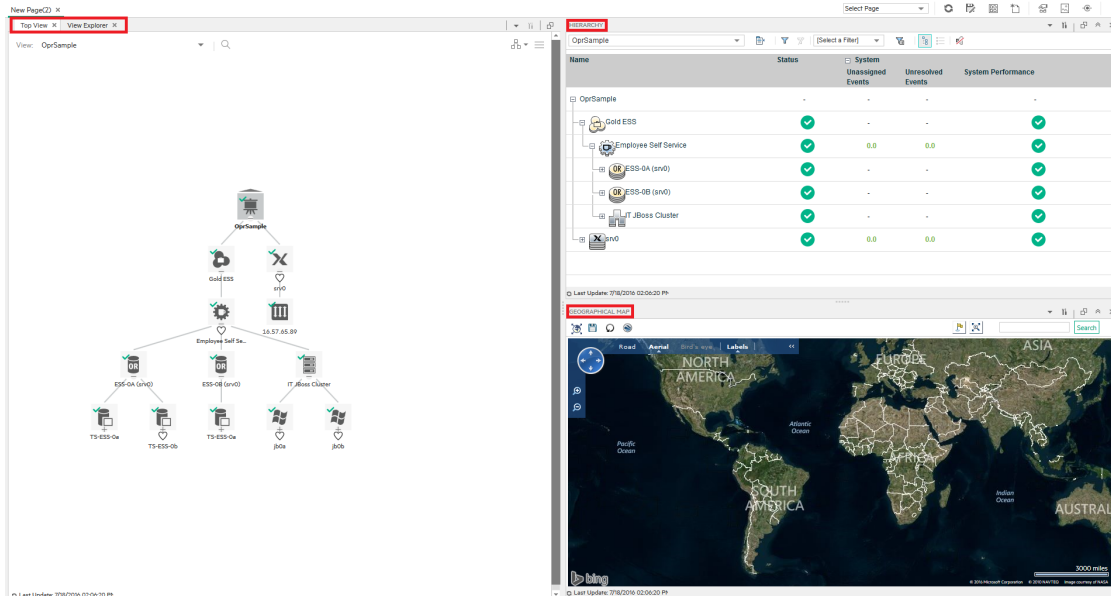
4. Create a tab layout in the left pane

Within the layout on the left side, he clicks **Switch to tabs** to create a tabbed area in the left pane:



5. Result

Within the layout, Adam now adds components to the two areas; the components added to the left side of the screen (Top View and View Explorer) are displayed in tabs, and the components added to the right side (Hierarchy and Geographical Map) are displayed vertically:



Create an external component

The following task describes how to create a component using a URL. You can use a static URL, where the component simply opens the URL that you enter. You can also create a dynamic URL, where the component URL responds to other components on the page.

For a scenario which shows how to create a component based on a dynamic URL, see ["Create a component using a dynamic URL – Use-Case Scenario"](#) on page 251.

Note: The URL for an external component must begin with one of the following: `https://`, `http://`, or `ftp://`

Workspace pages with mixed HTTP and HTTPS content are not correctly displayed if mixed content is disabled in the browser. HPE recommends to consistently use HTTPS.

1. Open the Add Component dialog box

Open the Component Gallery, and click the **Add External Component** button on the Component Gallery toolbar. The **New Component** dialog box appears; for details, see ["New/Edit Component Dialog Box"](#) on page 235.

2. Define the static part of the URL

In the upper area of the **New Component** dialog box, enter a name for the component and the component's URL.

- To create a component using a static URL, enter the full URL.
- To create a component using a dynamic URL, enter the static portion of the URL only.

3. Categorize the component (optional)

To help you organize your content, you can assign pages and components to default categories, or to user-defined categories. For details, see ["Modify page and component categories" on page 253](#).

In the **Categorize Component** area, select one or more categories to which you want the component assigned. Note that this is optional.

4. Define the dynamic part of the URL

If you are creating a component using a dynamic URL, perform the following steps:

- In the **Wiring Context** area, select one or more contexts whose attributes can be used to define the URL pattern, as follows:
 - Select **CIChange** if the URL should respond to a component where CIs are selected.
 - Select **EventChange** if the URL should respond to a component where events are selected.
 - Select **ViewChange** if the URL should respond to a component where views are selected.
- In the **URL Parameters and Values** area, add one or more URL parameters which are used to define the URL pattern. You can define the URL's path, query, or a fragment of the URL, using the following pattern:

`https://domain/ <path> ? <query_string> # <fragment>`

For example, you could use dynamic URL parameters to create one of the following:

- `www.google.com/search?hl=<<lang>>&q=<<viewID>>`
- `en.wikipedia.org/wiki/<<articleName>>`

A pattern such as: `http://download.oracle.com/javase/1.4.2/docs/api/`

`<<className>>.html#<<methodName>>` might take you to:

`http://download.oracle.com/javase/1.4.2/docs/api/java/net/URL.html#toString()` (which is a valid URL).

- The **Attributes** list contains a list of attributes that can be used to build the URL pattern, based on the contexts you selected in the **Wiring Context** area. To use attributes as

parameter values, drag attributes from the **Attributes** list into the **Value** areas of URL parameters.

The **URL Parameters** area shows the dynamic URL you have built, using the static URL in the upper area of the dialog box, and the URL parameters that you defined.

Create a component using a dynamic URL – Use-Case Scenario

Jane is an administrator in the ACME corporation, and she wants to set up a page in My Workspace as follows: the left side of the page will display the Top View, and the right side of the page will display the ACME Support directory.

When a CI is selected in Top View, the Support directory will display details on whom to contact when this CI is in a problematic state.

The dynamic URL of the ACME Support directory is as follows:

`http://www.acme.com/support/search?q=<contact person>.`

Tip: In this scenario, the dynamic URL is built using the query string. You can also define the URL's path, or a fragment of the URL, using the following pattern: `https://domain/ <path> ? <query_string> # <fragment>.`

1. Jane opens a new page, and divides it into two panes. She opens the Component Gallery, and drags Top View into the left pane. She then clicks the **Add External Component** button on the Component Gallery toolbar.
2. In the upper area of the **Add Component** dialog box, she types `ACME Support` as the component name, and enters the static portion of the Support directory URL:
`http://www.acme.com/support/search.`
3. In the **Wiring Context** area, Jane adds **CIChange** to the list of contexts, so that the Support directory will respond when a CI is selected in the Top View.
4. In the **URL Parameters and Values** area, she adds a URL parameter named `q`.

The ACME corporation uses a CI attribute called `<<CIContact>>`, to define whom to contact when a CI is problematic. The **Attributes** list includes the attribute `<<CIContact>>`. Jane drags this attribute to the **Value** field of the parameter named `q`.

The URL Pattern now shows the following:

```
http://www.acme.com/support/search?q=<<CIContact>>.
```

5. Jane clicks **OK** to save the component, and then drags the ACME Support component into the right pane.
6. Jane then clicks the **Wiring** button on the Page Management toolbar, and defines the page wiring so that the Top View source component sends CIChange contexts to the ACME Support target component.

When a CI is selected in Top View, the Support directory displays details on whom to contact regarding the CI.

Set up wiring between components

The following task describes how to configure the wiring between components on a page. Wiring defines how components interact with each other.

A component can send a wiring context to another component indicating what has changed in the first component, and the second component can respond to this change. For example, suppose View Explorer is defined as a source component which sends the **CI Selection** wiring context to Top View (target component). When you select a CI in View Explorer, Top View focuses on this CI as well.

Default pages have wiring predefined; you can also modify default wiring definitions.

1. Open the Wiring dialog box

Open the page whose wiring you want to configure, and click the **Page Wiring** button on the Page Management toolbar. The **Wiring** dialog box appears. For details, see "[Wiring Dialog Box](#)" on [page 242](#).

2. Select a source component for wiring

From the list of **Source Components** on the left side of the Wiring dialog box, select a component whose contexts will be sent to one or more target components.

3. Select a context to send from the source component

The list of **Context Types** shows which contexts can be sent from the selected source component:

- Select **CI Selection** to control which components are notified when a different CI is selected in the source component.
- Select **Event Change** to control which components are notified when a different event is selected in the source component.
- Select **View Change** to control which components are notified when a different view is selected in the source component.

4. Select target components for wiring

From the list of **Target Components** on the right side of the Wiring dialog box, select one or more components that will receive contexts from the source component.

The **Summary of Page Wiring** area displays all of the wiring defined for the page.

To define wiring for this page from additional source components, repeat the above steps as required.

Modify page and component categories

To help you organize your content in My Workspace, you can add or remove pages and components from categories, create new categories, and edit or delete user-defined categories. This section describes how to work with categories within the Page Gallery and Components Gallery to help you organize pages and components.

Tip: Categories are not mutually exclusive; you can assign a page or a component to more than one category.

- For details regarding pages, see "[Page Gallery Dialog Box](#)" on page 231.
- For details regarding components, see "[Component Gallery Dialog Box](#)" on page 233.

Create a new category

My Workspace is provided with categories to which pages and components are assigned. To add a new category, click the **Components** or **Page Gallery** button on the Page Management toolbar, then click the **New Category** button. Type a name for the new category.

You can then assign existing pages and components to the category, or add new external components to the category.

Rename or delete a user-defined category

To rename a user-defined category, select the category and click the **Edit Category Name** button.

To delete a user-defined category, select the category and click the **Delete Category** button.

Note that default categories cannot be renamed or deleted.

Assign a page or component to a category

To assign a page or component to a category, select it and click the **Categorize Page** or **Categorize Component** button. Select one or more categories to which you want the page or component assigned.

Modify category assignments of a page or component

To change the category assignments of a page or component, select the page or component and click the **Categorize Page** or **Categorize Component** button. Modify which categories the page or component is assigned to as needed.

Modify the maximum number of pages

By default, up to 10 pages can be open at the same time. If you have multiple pages open, up to 5 pages are refreshed automatically (based on which pages were accessed most recently); any additional open pages are refreshed when you select them.

These limits apply both to My Workspace and Service Health.

This section describes how to modify these limits. Note that if you increase these limits, performance may be impaired.

Modify the maximum number of open or active pages

To modify the open pages limit or the number of pages automatically refreshed in My Workspace and Service Health, open Infrastructure Settings:

Administration > Setup and Maintenance > Infrastructure Settings

Alternatively, click [Infrastructure Settings](#).


1. Select **Applications > My Workspace**.
2. In the **My Workspace - General** area, modify the **Maximum number of open pages** or **Maximum number of active pages** entry as needed.

Note that if you increase the maximum number of pages, performance may be affected.

Enable the screen capture applet

By default, the screen capture applet is disabled. You can enable it so that every time you save a page, a screen shot of it is taken, which is then shown as a thumbnail in your Page Gallery.

To enable the screen capturing applet, follow these steps:

1. Navigate to Infrastructure Settings:
Administration > Setup and Maintenance > Infrastructure Settings
Alternatively, click [Infrastructure Settings](#).
2. Select **Applications > My Workspace**.
3. In the My Workspace - General area, click the  **Edit Setting** button for the Enable screen capture applet option.
4. In the Edit Setting dialog box, select **true** from the drop-down list associated with the Value field.
By default, the value is false.
5. Click **Save**.

Troubleshoot My Workspace

For information on exporting My Workspace content to another OMi system, see the *OMi Administration Guide*.

My Workspace pages and components are missing

If you modified databases on a running OMi deployment, My Workspace will no longer contain any pages and components. To restore pages and components:

1. Open the following directory:

`<OMi_HOME_GATEWAY>/conf/uimashup/import`

This contains two directories: loaded and toload.

2. Copy the contents of the loaded directory into the toload directory.
3. Restart OMi.

Chapter 14: Work with dashboards

Dashboards give you an overview of the health of the environment in graphical form. The data updates in real time so that you are always presented with the most recent information. OMi provides the following dashboards by default:

- **Monitoring Dashboard.** (Formerly known as Event Dashboard.) Monitoring Dashboards provide an at-a-glance overview of the events from the environment you are monitoring. Monitoring Dashboards enable you to quickly assess the health of the environment and identify areas that require your attention. For details, see ["Monitoring Dashboard" below](#).
- **360°.** This page provides a high-level overview of the status of CIs in a selected view. The page displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses. For details, see ["360° View" on page 269](#).
- **KPI Over Time.** The KPI Over Time dashboard enables you to view the status or the value of selected KPIs and CIs over time. The report also lets you choose from a number of layouts to monitor statuses and values at a glance. For details, see ["KPI Over Time Dashboard" on page 270](#).
- **ROI Dashboard.** (Return on Investment.) The ROI Dashboard displays the proportion of events received by OMi that have been automatically handled against those that required intervention by operators. The higher the proportion of automatically handled events, the greater the contribution OMi is making to the management of your infrastructure. If the cost of manually handling a typical event is known, this value can be entered into OMi, based on which, the total cost saving achieved through OMi can be displayed. These statistics can be displayed for any specified time period within which OMi has been monitoring your IT environment. For details, see ["Return On Investment Dashboard" on page 275](#).

Monitoring Dashboard

Monitoring Dashboards provide an at-a-glance overview of the events from the environment you are monitoring. Monitoring Dashboards enable you to quickly assess the health of the environment and to identify areas that require your attention.

For example, operators might use Monitoring Dashboards in the following ways:

- To get an overview of their monitored environment.
- To check a health status of various OMi components.
- As a starting point for daily management operations.
- To quickly apply event filters to the Event Browser.

Monitoring Dashboards display status information using different types of widgets (for example, stack and pie widgets). Each widget references an event filter, a view, or both, and only displays the status of those events that match the criteria of the filter and that are related to the configuration items included in the referenced view.

In OMi, Monitoring Dashboards are available as My Workspace components and can be added to My Workspace pages as required.

To access

Workspaces > Dashboards > Monitoring Dashboard

Alternatively, click [Monitoring Dashboard](#).

Note: You can also create custom pages using components of your choice. For details on how to work with My Workspace pages and components, see ["Set up My Workspace" on page 243](#).

Learn More

This section contains the following:

- ["Combining Monitoring Dashboards with Other My Workspace Components" below](#)
- ["Types of Widgets" on page 261](#)
- ["Dashboard Preferences" on page 263](#)

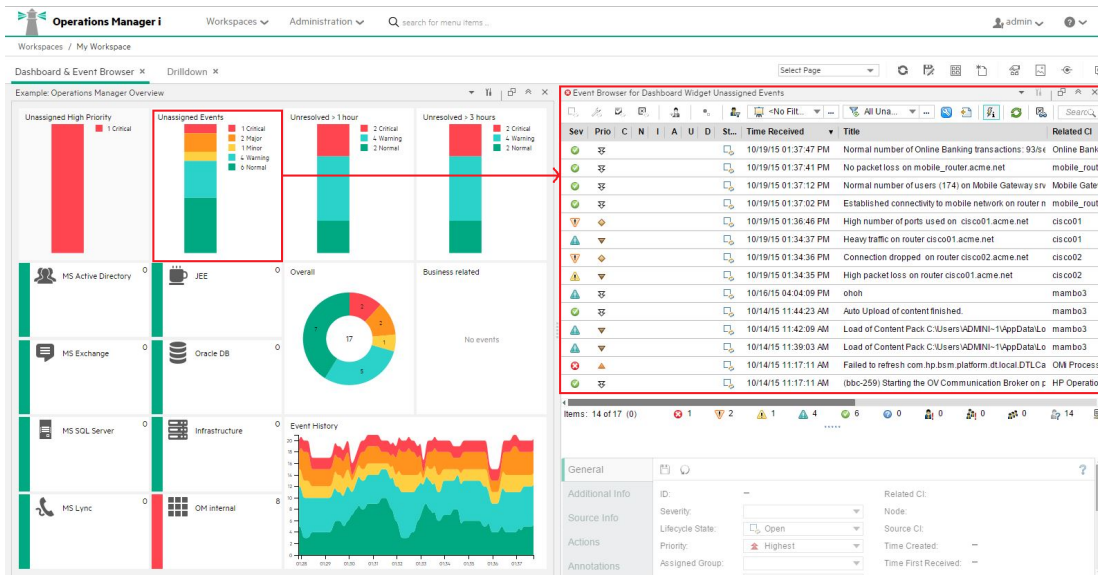
Combining Monitoring Dashboards with Other My Workspace Components

My Workspace pages are collections of several components displayed together, and interacting with one another. Within a page, components can pass information to one another, so that one component can react to a change in another.

For example, you can combine the Monitoring Dashboard component with the Event Browser component or the Top View component. By clicking a widget, the context is passed to the Event Browser and Top View. The Event Browser reacts by displaying only events that match the event filter or view. Top View reacts by displaying the view associated with the widget.

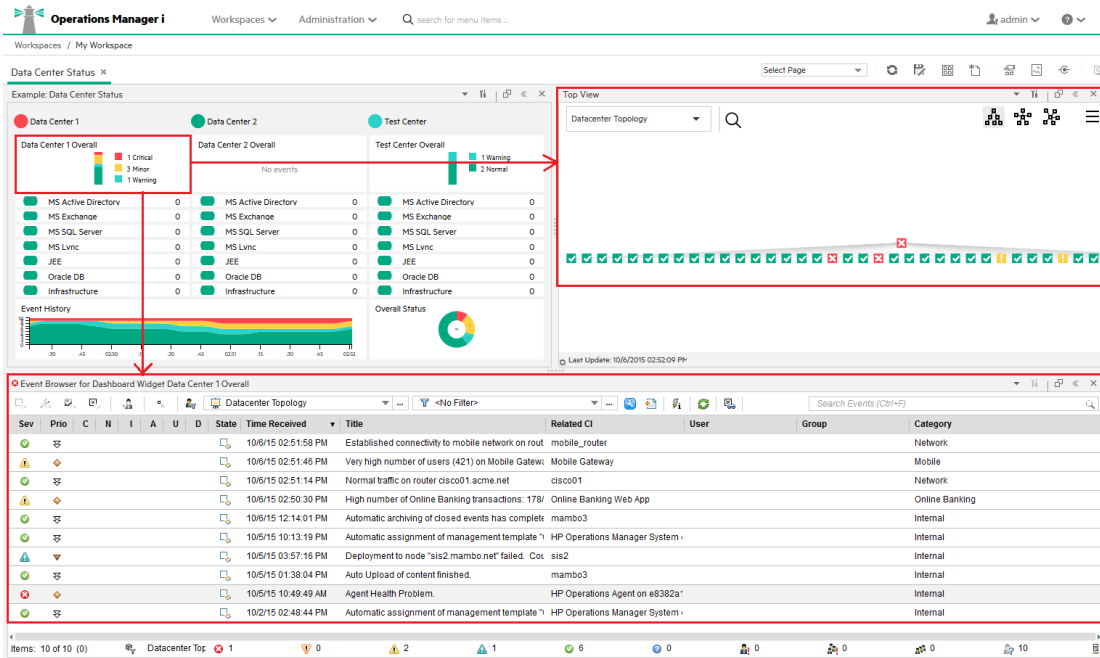
- Example: Monitoring Dashboard and Event Browser

Clicking the Unassigned Events widget causes the Event Browser to display only those events that match the Unassigned Events event filter.



- Example: Monitoring Dashboard and Top View

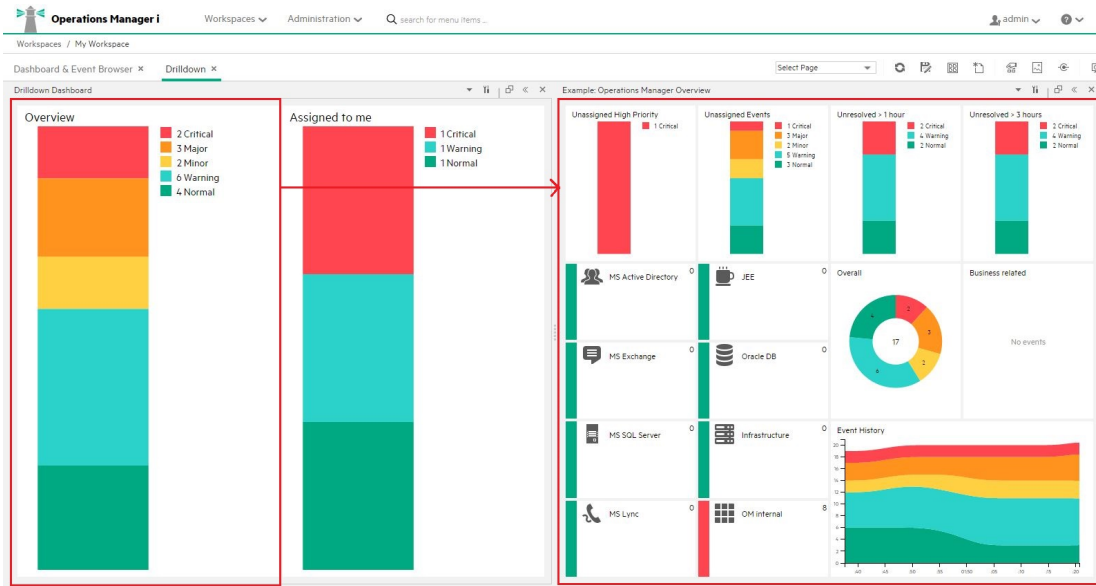
Clicking the Data Center 1 Overall widget causes Top View to display the Datacenter Topology view associated with the widget, and causes the Event Browser to display only those events that match the Data Center 1 Overall event filter.



- Example: Parent and Drill-Down Dashboard on the Same Page

Clicking the Overview widget causes its drill-down dashboard Example:Operations Manager Overview to be displayed within the second dashboard on the same page. For this to happen, the wiring between these two dashboards has to be configured as described in the ["Set up wiring between components"](#) on page 252.

Note: To display the drill-down dashboard of the first dashboard within component, use the drill-down icon in the lower right corner of the component. To disable this feature, deselect the **Open Drill-Down Dashboards within component** option in the Preferences dialog of the parent component.



• Context Wiring in My Workspace

The Monitoring Dashboard component sends the following wiring contexts to target components:

- **EventDashboardClickEvent.** The Event Browser reacts to the EventDashboardClickEvent context by displaying only those events that match the filter or view associated with the dashboard widget.

Note: In case there are more than one monitoring dashboard open, and one of them has drill-down dashboard configured, the other one reacts to the EventDashboardClickEvent context by displaying the drill-down dashboard of the first dashboard widget.

- **ViewChange.** The ViewChange context can be consumed by many components, for example the Top View.

For more information about wiring, see ["Set up wiring between components" on page 252.](#)

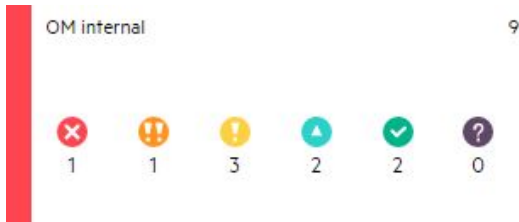
Types of Widgets

Monitoring Dashboards can include many different widget types. Some types, such as the Overview, the Simple Status and the Group, enable you to quickly determine the status of the monitored area by displaying a color that reflects the severity of the most critical event (for example, red for the severity critical). The number of events per severity is also shown.

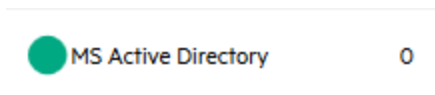
The following types of widgets can be incorporated into a Monitoring Dashboard:

- **Overview Widget** The number in the upper right-hand corner indicates the number of all events that match the filter and view.

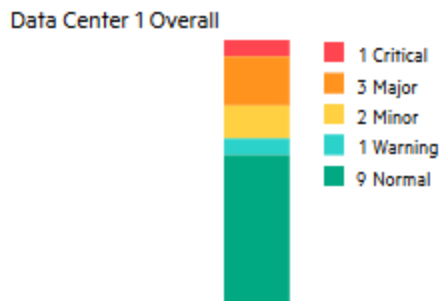
Overview widgets can be displayed in normal and compact mode. In compact mode, the severity icons and the corresponding numbers are hidden.



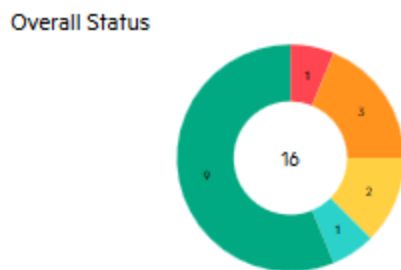
- **Simple Status Widget**



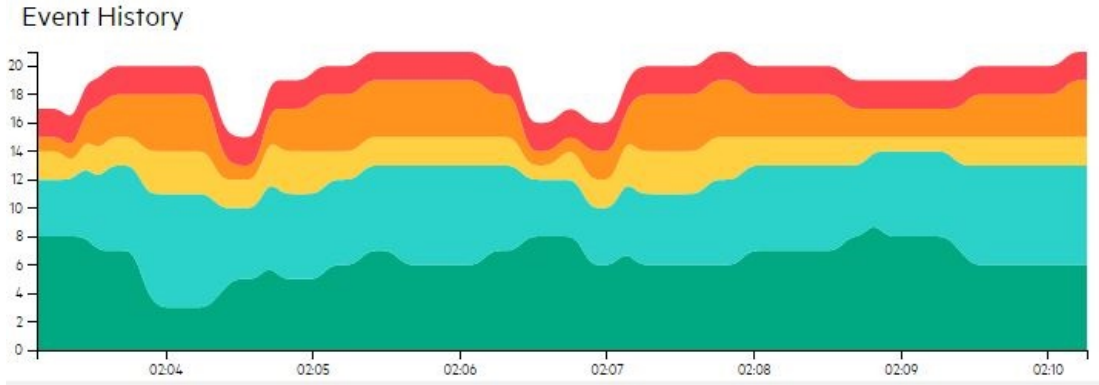
- **Stack Widget**



- **Pie Widget**

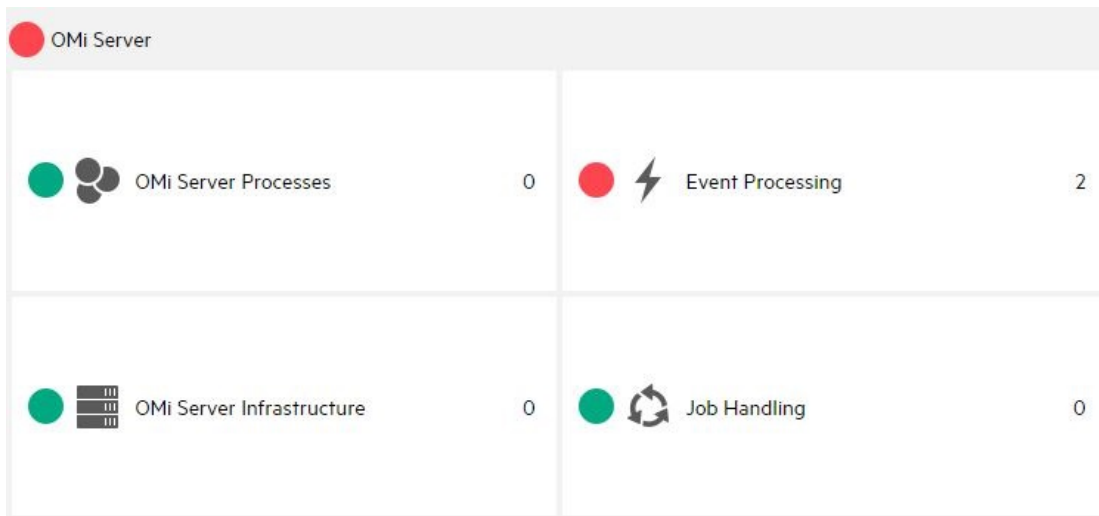


- **History Widget.** History widgets display the number of events per severity (y axis) against time (x axis).



- **Group Widget.** Group widgets group multiple widgets under a common heading (OMi Server, in the example below).

The color of the "lamp" in the title bar indicates the severity of the most critical event in the group. If the widgets in the group do not display status information (for example, if no events match the filter), the group widget also does not show any status information.



Dashboard Preferences

- **Name.** Name of the Monitoring Dashboard. My Workspace users select Monitoring Dashboard configurations by their names.

Note: The name of the Monitoring Dashboard can be changed from Administration, where Monitoring Dashboard are configured.

- **View Mode.** Changes the displayed size of the selected Monitoring Dashboard in the Dashboard Details pane. Possible options are Compact, Medium, and Large.
- **Use Dark Theme.** Changes the appearance of the Monitoring Dashboard so that it uses the dark theme.
- **Open Event Browser on Click.** This option configures the Monitoring Dashboard to open the Event Browser in a pop-up window when you click a widget. With this option selected, you can save space on your My Workspace page by excluding the Event Browser from the page. The Event Browser opens on demand in a new window.
- **Open Drill-Down Dashboards within component.** Opens a drill-down dashboard within the selected component. For more information on this option, see ["How to Display the Monitoring Dashboard" below](#).
- **Hide filter errors.** Hides filter errors. When you do not have permission for some filters, or they do not exist, the exclamation mark icon (⚠) is displayed in the widget, and when you hover on the widget, a tooltip with an error message appears. See ["Troubleshooting " on page 268](#) for the examples of these errors. When this option is enabled, these widgets are shown empty.

Tasks

This section contains the following:

- ["How to Display the Monitoring Dashboard" below](#)
- ["How to Create a Monitoring Dashboard Page in My Workspace" on page 266](#)
- ["How to Drill-Down into Dashboards" on page 267](#)

How to Display the Monitoring Dashboard

Note: To display a user-defined My Workspace page, the administrator must grant users a role with appropriate permissions in **Administration > Users > Users, Groups, and Roles**. For more information, see the *OMi Administration Guide*.

To display the Monitoring Dashboard:

1. Go to **Workspaces > My Workspace**.
2. Select the predefined OMi Monitoring Dashboard page or any other user-defined Monitoring Dashboard page for which you have permission.
3. Open the **Configure Component** dialog box, and choose a dashboard configuration from the **Choose a Dashboard configuration** drop-down list.

If the drop-down list does not contain any dashboard configurations, the administrator must first create one as described in the *OMi Administration Guide*.

To display the Monitoring Dashboard outside of My Workspace:

1. You can display Monitoring Dashboard pages in a Web browser outside of My Workspace by using the following URL:

```
https://<server_name>.<domain_name>/opr-  
web/dashboard/app?dashboardId=<dashboard_id>
```

Note: To enable drill-down dashboards within component, use the following URL instead:

```
https://<server_name>.<domain_name>/opr-  
web/dashboard/app?dashboardId=<dashboard_id>&enableDrillDownWithin=true
```

2. Select one of the Monitoring Dashboard pages from the **Choose a Dashboard configuration** drop-down list.

The selected Monitoring Dashboard page opens and displays in the Medium view. To change the view to Compact or Large, set appropriately the `ViewMode` parameter as described below.

You can set the following parameters in the Monitoring Dashboard URL:

- **dashboardId.** ID of a Monitoring Dashboard. Enables you to access a Monitoring Dashboard directly. To display a specific Monitoring Dashboard, add the `dashboardId` parameter to the URL, for example:

```
http://<server_name>.<domain_name>/opr-web/dashboard/app?dashboardId=<dashboard_<br>id>
```

Tip: The monitoring dashboard ID is displayed in the dashboard's properties in the Dashboard Designer.

- **eventBrowserOnClick.** By default, when you click a widget in a standalone Monitoring Dashboard, a standalone Event Browser opens and displays the status of those events that match the criteria of the associated event filter and that are related to the configuration items included in the referenced view. You can disable this behavior by setting the `eventBrowserOnClick` parameter in the URL to

false:

```
https://<server_name>.<domain_name>/opr-  
web/dashboard/app?eventBrowserOnClick=false&dashboardId=<dashboard_id>
```

To enable this setting again, omit the parameter or set it to true (the default value).

- **enableDrillDownWithin.** To display the drill-down dashboard of the dashboard within the same component, use the drill-down icon in the lower right corner of the component. This icon is enabled when the enableDrillDownWithin parameter is set to true, which is a default value, as follows:

```
https://<server_name>.<domain_name>/opr-  
web/dashboard/app?enableDrillDownWithin=true&dashboardId=<dashboard_id>
```

To immediately open the drill-down dashboard once you click a widget, set the enableDrillDownWithin parameter to onClick.

To disable this feature, deselect the **Open Drill-Down Dashboards within component** option in the Preferences dialog of the parent dashboard, or set the enableDrillDownWithin parameter to false.

- **viewMode.** Shows Monitoring Dashboards in a three different view modes, Compact, Medium and Large. If you choose the Compact mode, the result will be decreasing the font size, and also less display space consumed. Likewise, the Large mode is used for displaying the text in larger fonts, which could be useful, for example, for widget headlines. To enable the desired mode, set the viewMode parameter in the URL to compact, medium or large.

```
https://<server_name>.<domain_name>/opr-web/dashboard/app?viewMode=<view_  
mode>&dashboardId=<dashboard_id>
```

The default view mode is Compact.

How to Create a Monitoring Dashboard Page in My Workspace

1. Select **My Workspace** in the menu bar.
2. Create a new page.
3. *Optional.* Design the layout of the page.

For example, to display both the Monitoring Dashboard and the Event Browser in one page, split the page into two horizontal panes.

4. Open the Component Gallery and select the category **Event Management**. Select the **Monitoring Dashboard** component and drag it to your page.

5. Choose a dashboard configuration and click **OK**.

Note:

- To load dashboard configurations into My Workspace pages, the administrator must grant you a role with appropriate permission for Monitoring Dashboards in Users, Groups, and Roles:

Administration > Users > Users, Groups, and Roles

Alternatively, click [Users, Groups, and Roles](#).

For details, see the *OMi Administration Guide*.

- Administrators create Monitoring Dashboards in the Monitoring Dashboards page in Administration. For details, see the *OMi Administration Guide*.
 - The OOTB Contents for OMi content pack provides several Monitoring Dashboard configurations that demonstrate how Monitoring Dashboards can help users to better monitor their environment. For details, see the *OMi Administration Guide*.
6. *Optional.* Click ▼ **Component Menu** to configure preferences and the wiring of the Monitoring Dashboard component:
 - Click **Preferences** to change the name, the view mode (Compact, Medium, or Large), the way the Event Browser opens when you click a widget and so on. For more information, see ["Dashboard Preferences" on page 263](#).
 - Click **Wiring** to open the ["Wiring Dialog Box" on page 242](#). The Monitoring Dashboard component includes default wiring. You can modify this default wiring definition if required.
 7. *Optional.* Add other components to your page, for example the Top View or the Event Browser component.
 8. Click **OK** and save your page to the Page Gallery.


How to Drill-Down into Dashboards

1. Select **My Workspace** in the menu bar.
2. Open the dashboard with the configured drill-down dashboard. The widget with the drill-down dashboard has the drill-down icon in the lower right corner.
3. Click the drill-down icon to drill into the dashboard associated with this widget. The drill-down dashboard offers the additional information to the one offered by the parent dashboard widget.

Note: To navigate back to the parent dashboard, select its name from the navigation bar in the upper left corner of the widget.

Troubleshooting


No matching event filter found for Dashboard Widget

If a widget in a Monitoring Dashboard contains just the exclamation mark icon () and the `No matching event filter found for Dashboard Widget` tooltip is displayed when hovering on the widget, you probably do not have the required permissions for this filter, or the filter is deleted.


Dashboard Widget is empty

If a widget in a Monitoring Dashboard is empty, you probably do not have the required permissions for this filter, or the filter is deleted. Check with your administrator about your permissions.


No matching view filter found for Dashboard Widget

If a widget in a Monitoring Dashboard contains just the exclamation mark icon () and the `No matching view filter found for Dashboard Widget` tooltip is displayed when hovering on the widget, the referenced RTSM view does not exist.

More than one matching event filter found for Dashboard Widget

If a widget in a Monitoring Dashboard contains just the exclamation mark icon () and the `More than one matching event filter found for Dashboard Widget` tooltip is displayed when hovering on the widget, multiple filters have the same name, and the Monitoring Dashboard is unable to identify the filter to use with the widget.

No permission to clear view filter for Dashboard Widget

If a widget in a Monitoring Dashboard contains just the exclamation mark icon () and the `No permission to clear view filter for Dashboard Widget` tooltip is displayed when hovering on the widget, you probably do not have permission to remove the view-based filtering in order to see all events. For more information about the Clear View Filter setting, see the *OMi Administration Guide*.

No permission to set view filter for Dashboard Widget

If a widget in a Monitoring Dashboard contains just the exclamation mark icon (⚠) and the `No permission to set view filter for Dashboard Widget` tooltip is displayed when hovering on the widget, you probably do not have the permissions required for the referenced view. For more information about the assigning views to a user, see the *OMi Administration Guide*.

Wrong Dashboard configuration chosen

If you have selected a dashboard configuration but would like to change it, open the **Configure Component** dialog box from the right corner menu and choose the desired dashboard from the **Choose a Dashboard configuration** drop down list.

360° View

This page provides a high-level overview of the status of CIs in a selected view. The page displays a hierarchy of CIs in a view, the KPIs assigned to each CI, and their KPI statuses.

When you select a CI within the Hierarchy component you can see its detail links. When you click the detail links, you can access the following components: Business Impact, Health Indicators, Alerts, and Changes and Incidents.

This page is taken from the Service Health application.

To access

Workspaces > Dashboards > 360° View

Alternatively, click [360° View](#).

Tasks

This section includes:

- ["How to view the 360° View dashboard as a My Workspace Component "](#) on the next page

How to view the 360° View dashboard as a My Workspace Component

The 360° View dashboard can be viewed as a My Workspace component.

For information on components, see ["Add components to a page" on page 244](#).

For information on My Workspace, see ["Monitor your environment with My Workspace" on page 219](#).

For information on wiring, see ["Set up wiring between components" on page 252](#).

KPI Over Time Dashboard

The KPI Over Time dashboard enables you to view the statuses and status summaries of selected KPIs and CIs over time. The dashboard lets you choose from a number of widgets to survey historical KPI status data and the health of the monitored environment at a glance.

To access

Workspaces > Dashboards > KPI Over Time

Alternatively, click [KPI Over Time](#).

Learn More

This section includes:

- ["Working with the KPI Over Time Dashboard as a Page" on the next page](#)
- ["Configuration Items Panel" on page 272](#)
- ["Key Performance Indicators Dialog Box" on page 272](#)
- ["Types of Widgets" on page 272](#)
- ["Working with the KPI Over Time Dashboard as a Component" on page 274](#)

Working with the KPI Over Time Dashboard as a Page

The dashboard displays the status of each configuration item, and each instance of the attached key performance indicators (KPIs). Frequently used KPIs include unassigned and unresolved events and system, network, and software performance and availability. The dashboard provides KPI information for higher-level configuration items (CIs) such as Business Services, Application, and Business Processes CIs.

Example of working with the KPI Over Time dashboard

An OMi user has set up monitoring for cloud environments in Europe, USA and Asia. CIs have been created to represent the top-level business services and the underlying cloud infrastructure.

System Performance, System Availability, Network Performance, and Network Availability KPIs are calculated for each environment. A view called 'My Cloud' has been created, which shows current KPI status.



The current KPI status of the cloud in Europe is red (critical). The OMi user fixes the problem, and decides to find out if there are more problems in Europe than in the other cloud environments.

The OMi user accesses the KPI Over Time dashboard, the 'My Cloud' view, and selects the three top level Cloud Europe, Cloud USA, and Cloud Asia CIs. The user then selects 1 month ago until present. The KPI Over Time dashboard shows the status of the 4 KPIs for each of the 3 CIs during the last month.

The OMi user now has information on Cloud Europe status compared to the other cloud environments.

- **Navigating the KPI Over Time Dashboard**

You can navigate historical data using the arrow buttons. You can select the time window displayed in the dashboard by selecting **Day**, **Week**, or **Month**, while the **Hour**, **Day**, and **Week** buttons let you select the amount of time to navigate by.

 **Select start time** provides easy access to specific points in time, and  **Go to present time** resets the dashboard to show the current date and time.

You can visually filter data shown in the widgets by clicking on a data point. The widgets recalculate themselves based on the current selection context.

To reset the filter selection, click **Clear filter**. To change the filter selection, click the filter or filters you want to remove.

- **Important Information**

The dashboard displays data only for CIs with persistent KPIs. For details, see the *OMi Administration Guide*.


Ensure that the **Save KPI over time data** option has been selected for the CI. For details, see the *OMi Administration Guide*.

The dashboard displays only the status of selected KPIs. Those KPIs may also have values in the RTSM but the dashboard does not show those values.

The context menu of all CIs except monitor CIs includes the **KPI Over Time Report** option.

Configuration Items Panel


This panel enables you to select the CIs to be included in the KPI Over Time dashboard. The dashboard provides information based on the selected CIs.

To display data when you access the KPI Over Time dashboard, click **Select a Configuration Item** or click  **Select Configuration Items** to open the CI panel.

Note: Only CIs with attached KPIs can be selected.


Key Performance Indicators Dialog Box

This dialog box enables you to select the KPIs to be included in the KPI Over Time dashboard. The dashboard provides information based on the selected KPIs.

To display key performance indicators for the CIs, click  **Filter Key Performance Indicators**. The **Key Performance Indicators** dialog box opens.

By default, all KPIs are selected. You can cancel the selection to exclude KPIs from the dashboard.

Types of Widgets

You can choose the following widgets as part of the KPI Over Time dashboard. To display the widgets, click  **Select KPI Status Widgets**. The **Widgets** dialog box opens.

- **Status by Configuration Item (heat map)**

The heat map widget displays KPI data for selected CIs through time intervals defined by the report granularity (the legend for the x-axis shows the time interval for each point). Each tile represents a period of time during the overall time frame.

The heat map can be filtered by clicking the dashboard header buttons, one or more tiles, or the timestamps at the bottom of the widget. You can click any time segment in the graph time footer to view all of the CI and KPI information for that period of time. Clicking heat map tiles allows you to filter data displayed by other widgets.

Each heat map tile displays the most critical KPI status during that time unit.

- **Status by Percentage (pie chart)**

The pie chart widget represents the sum of KPI instances for the CIs, and summarizes the statuses of KPIs over the selected time interval. The pie chart is divided into colored status slices. Each slice represents the percentage of time that a particular status was held by the KPIs. More critical statuses have precedence over less critical statuses occurring over the same time period.

- **Status Details (table)**

The table widget contains detailed information on the KPI status changes of each CI and is useful for detailed surveying.

- **OK Status Percentage (number)**

The OK status percentage widget shows the percentage of time in which all selected CIs and KPIs were in OK status, and provides a clear overview of uptime as a percentage of the monitored time window.

- **Not in OK Status Time (number)**

The not in OK status time widget shows the actual time during any of the selected CIs and KPIs were in Not OK status, and provides a clear overview of overall KPI downtime.

- **Trend (bar chart)**

Each column shows the percentage of OK status over time against all other statuses. For example, if the KPIs were in **OK** status for 80% of the time interval, and in **Warning** status for 20%, then the bar chart displays the 80% OK status.

- **Trend (sparkline)**

The sparkline shows the status trend of KPIs for selected CIs, based on a compilation of all statuses. A warning level line provides a quick reference to evaluate the overall status trend. When no filters are applied, the sparkline widget displays the trend of the most severe status shown in the heat map sparklines.


Working with the KPI Over Time Dashboard as a Component

- For information on components, see ["Add components to a page" on page 244](#).
- For information on My Workspace, see ["Monitor your environment with My Workspace" on page 219](#).
- For information on wiring, see ["Set up wiring between components" on page 252](#).

Tasks


How to Display CIs and KPIs in the KPI Over Time Dashboard


1. Click  **Select Configuration Items** to open the CI panel.


Select a view from the drop-down list. The list of the related CIs is displayed for the selected view. To collapse the list, click  **Collapse all** beside the name of the view.

Tip: To search for a CI in a current view, use  **Search** beside the list.


Select the CIs for which you want to show the KPI status over time. By default, the dashboard shows no data until CIs are selected. For more information, see ["Configuration Items Panel" on page 272](#).

A selected CI is automatically selected in all parent CIs where it reside. To clear the selection, click  **Clear all** in the right corner.

Close the CI dialog box by clicking outside it, or by clicking  **Close** in the upper right corner.

2. *Optional.* Click  **Filter Key Performance Indicators** to open the KPI dialog box and select or deselect KPIs to display. For more information, see ["Key Performance Indicators Dialog Box" on page 272](#).

By default, all KPIs for the selected CIs are preselected.

3. *Optional.* Click  **Select KPI Status Widgets** to open the widget dialog box and select one or more widgets. By default, the heat map is selected. For more information, see ["Types of Widgets" on page 272](#).

4. *Optional.* To change the KPI Over Time component's refresh rate (**none** by default) and display name, click the ▼ **Component Menu** button on the **Component Toolbar** and click **Preferences**.

Tip: When viewing the dashboard as a component, you can also change the widget selection in the **Preferences** dialog box.

5. You can visually filter data shown in the widgets, which recalculate themselves based on current selection context. To reset the filter selection, click **Clear filter**. To change the filter selection, click the filter or filters you want to remove.

Return On Investment Dashboard

This section describes the Return On Investment dashboard user interface that you use to monitor the effectiveness of your OMi installation.

To access

Workspaces > Dashboards > Return on Investment

Alternatively, click [Return on Investment](#).

Learn More

Return On Investment Overview

The Return on Investment Dashboard displays the proportion of events received by OMi that have been automatically handled against those that required intervention by operators. The higher the proportion of automatically handled events, the greater the contribution OMi is making to the management of your infrastructure. If the cost of manually handling a typical event is known, this value can be entered into OMi, based on which, the total cost saving achieved through OMi can be displayed. These statistics can be displayed for any specified time period within which OMi has been monitoring your IT environment.

OMi can be configured to handle events using a wide range of automation features, for example:

- Event suppression rules based on event filters. The events matching one of these rules are rejected from further processing.
- Duplicate event suppression detects duplicate occurrences of events and suppress such duplicates based on the event attributes, such as the event key, or where a set of configurable attributes of a new event have the same values as an existing event.
- Changing the state of related events automatically is basic event correlation using close key patterns or health-contributing ETIs, which can be employed to change the lifecycle state of existing events to closed or resolved.
- Stream-based event correlation (SBEC) uses rules and filters to identify commonly occurring events or combinations of events and helps simplify the handling of such events by automatically identifying events that can be withheld, removed or need a new event to be generated and displayed to the operators.
- Topology-based event correlation (TBEC) uses RTSM topology information to automatically determine relationships between events, highlighting the causal events as ones needing attention while suppressing symptom events.
- Automatic actions can be performed automatically and unattended on targets such as systems running an Operations Agent. Actions can trigger Operations Orchestration run books if the OMi-OO integration is configured. For details, see the *OMi Integrations Guide*.
- Time-based event automation functions can be used to further tune event processing, for example, by increasing an event's priority after a certain period of time or automatic, time-based restarting of failed actions.

Return On Investment User Interface

The Return on Investment Dashboard presents its information using the following features.

Pie Chart

A two-sector pie chart displays the proportion of events handled automatically by OMi compared with the events that were actually received in the Event Browser needing operation interaction, which helps you to immediately visualize the value that OMi is providing to your IT organization.

Total Number of Events

Displays the total number of events received by OMi from the IT environment during the selected time period.

Reduced by OMi

Displays the number of events handled automatically by OMi during the selected time period.

Stack Chart

The stack chart displays the ratio of automatically handled events in comparison with those handled by OMi operators divided into predetermined time periods. The granularity of these time periods reduces as the length of the overall time period is increased. Short time periods show one stack per hour, the stack granularity decreasing, for example, through days, weeks and months as the total time period is increased. In addition, a trace of the percentage of automatically handled events is superimposed on the chart.

Cost Saving

If Event Cost Saving Calculation is enabled in the Operations Management - Return On Investment Infrastructure Settings, and a value for the cost of manually handling a typical event is entered in OMi, the total cost saving achieved through OMi is displayed for the selected time period. The default value for costs per event and currency are set up in the Operations Management - Return On Investment Infrastructure Settings.

Tasks

["Configuring the ROI Cost Saving Calculation" below](#)

["Using the ROI Dashboard" on the next page](#)

["Return On Investment Dashboard" on page 275](#)

["Return On Investment Dashboard" on page 275](#)

["Return On Investment Dashboard" on page 275](#)

["Printing the ROI Dashboard" on page 279](#)

Configuring the ROI Cost Saving Calculation

To Configure the Return On Investment Cost Saving Calculation:


1. Open the Infrastructure Settings for Operations Management:

Administration > Setup and Maintenance > Infrastructure Settings


Alternatively, click [Infrastructure Settings](#).

Go to the section:

Operations Management - Return On Investment

2. Open the **Enable Cost Saving Calculation** setting for editing () and set to true.
3. *Optional.* If you want to display the calculated cost saving being achieved by OMI, and you have a default value for manually handling an event for your organization, enter that value for under **Cost Per Event**. In addition, set the applicable currency appropriate for your geography under **Currency**.
4. Go to the Return On Investment Dashboard:

Workspaces > Dashboards > Return on Investment

5. Open the **Event Cost Savings** dialog ()
6. Select the **Display cost savings through Operations Manager i** in the report check box.
7. Select a value for the cost of handling an event. The available choices are:
 - **Use default value:**
Uses the value set in the **Cost Per Event Infrastructure Settings** under **Operations Management - Return On Investment**.
 - **Use custom value:**
Uses the value that you enter in the associated value field.
8. Click **OK**.

Using the ROI Dashboard

To Use the Return On Investment Dashboard:

1. Go to the Return On Investment Dashboard:
Workspaces > Dashboards > Return on Investment
2. Select a time period over which you want to display the return on investment data.
 - Use the **from** calendar to set the start date either by entering the date directly in the date field or selecting the date from the calendar with a mouse click. Alternatively, select the current date with the **Today** button.
 - Use the **to** calendar to set the end date either by entering the date directly in the date field or

selecting the date from the calendar with a mouse click. Alternatively, select the current date with the **Today** button.

Note: The selected start and end dates are displayed in the calendars with a blue background. All other dates included in the time period selection are displayed with a gray background. The current date, if not selected, is displayed with a yellow background.

Printing the ROI Dashboard

To print the content of the dashboard:

1. Go to the Return On Investment Dashboard:

Workspaces > Dashboards > Return on Investment

2. Click the **Print** button ()

The currently configured ROI Dashboard is sent to the print application.


Note: For best results, use the following printer settings:

Orientation: Landscape

Page size: A4 (preferred) or Letter

UI Reference

Dashboards Pane

UI Element	Description
	<p>Event Cost Savings: Opens the Event Cost Savings dialog from which you can enable and disable the displaying of the Cost Saving By OMi information in the Return On Investment dashboard.</p> <p>Note: Enable Cost Saving Calculation must be enabled in the Operations Management - Return On Investment Infrastructure Settings. The cost for handling an event (Cost Per Event) and the appropriate currency should also be specified.</p>

UI Element	Description
Statistics for Timeframe	Presents a summary of the time period selected over which to display the Return On Investment data.
Total Number of Events	Displays the total number of events received by OMi from the IT environment during the selected time period.
Reduced By OMi	Displays the number of events handled automatically by OMi during the selected time period.
Cost Savings By OMi	<p>Displays the total cost saving achieved through OMi during the selected time period.</p> <p>Enable Cost Saving Calculation must be enabled in the Operations Management - Return On Investment Infrastructure Settings. The cost for handling an event (Cost Per Event) and the appropriate currency should also be specified.</p> <p>Display cost savings through Operations Manager i in the report must be selected in the Event Cost Savings configuration dialog.</p>
Time Frame	<p>from: Displays the selected start date for the return on investment calculation.</p> <p>to: Displays the selected end date for the return on investment calculation.</p> <p>Dates can be input directly in the to and from fields, by selecting the dates in the calendars or by using the Today button.</p> <p>The selected start and end dates are displayed in the calendars with a blue background. All other dates included in the time period selection are displayed with a gray background. The current date, if not selected, is displayed with a yellow background.</p>

Event Cost Saving Dialog

UI Element	Description
Display cost savings through Operations Manager i in the report	<p>Select this check box to enable displaying of the Return On Investment dashboard in the Operations Manager i user interface.</p> <p>Note: Enable Cost Saving Calculation must be enabled in the Operations Management - Return On Investment Infrastructure Settings. The cost for handling an event (Cost Per Event) and the associated currency should also be specified.</p>
Use default value	Select this option to use the value specified in the Cost Per Event setting under the Operations Management - Return On Investment

UI Element	Description
	Infrastructure Settings.
Use custom value	Select this option and specify an alternative value to override the value specified in the Cost Per Event setting under the Operations Management - Return On Investment Infrastructure Settings.

Chapter 15: Use the Operations Console

- **Event Perspective.** The Event Perspective page displays event-related information.
- **Health Perspective.** The Health Perspective page displays topological information and health indicators related to the selected event. This display enables you to simultaneously see events from different perspectives and helps you to better understand complex relationships and dependencies.

For example, you can view the following:

- List of active events.
 - Topological view of the CI related to the selected event.
 - Health indicators assigned to the objects, their state and value.
- **Performance Perspective.** Enables you to visualize performance metrics in the form of a performance dashboard. By default, OMi Performance Dashboard comprises out-of-the-box dashboards. In addition, you can also create and customize performance dashboards for the Configuration Items (CIs) that you are monitoring.
 - **Discover OMi.** Enables you to explore OMi step-by-step, following predefined paths and learning OMi features along the way. The map begins with an interactive tutorial. Each step offers built-in information as well as links to additional resources, for example, the related UI page, online help, or videos. Discover OMi tracks your progress so that you are aware of the areas you have already visited. Note that progress is stored locally, and that deleting browser cookies (or clicking Reset States within the map) will delete your progress.
 - **OMi Health Status.** The OMi Health Status page displays the health status information of the OMi deployment. To ensure efficient operations, OMi keeps track of the health of its components and reports problems so that you can take a corrective or preventive action.

Event Perspective

The Event Perspective page helps you to better manage the events that occur in your IT environment.

The Event Perspective contains the following main panes:

- **View Explorer**

Displays a list of views and their CI hierarchies. The component enables you to select a view and browse through its CI hierarchy, or to search for a CI in the selected view. For more information, see ["View Explorer Component" on page 210](#).

- **Event Browser**

Displays a detailed summary of all the events that occur in the operating environment you are monitoring. For more information, see ["Use the Event Browser" on page 25](#).

- **Event Details**

Contains more detailed information about the selected event. Event details can be displayed as a pane below the Event Browser or as a popup window. For more information, see ["Event Details" on page 61](#).

- **Actions Pane**

Display, and execute tools, OM actions, and Run Books that can be executed on the selected events in the Event Browser. For details, see ["Specify tools" on page 143](#), ["Use the Actions pane" on page 134](#), and [Launching Operations Orchestration Run Books](#).

The size of all panes can be manually modified. You can also use the **Expand** and **Collapse** buttons to alter the display formats to predefined settings. The **Restore** button reverts the associated pane to the default size.

Health Perspective

The Health Perspective tab is used to display the health of related CIs in the context of events. The event selected in the Event browser determines what is displayed in the Health Top View and the selected CI in the Health Top View determines what is displayed in the Health Indicators pane.

In the Health Perspective tab, the following panes help you understand the health status of an object, show you which business rules and KPIs are being used, and how the health status of the selected object affects the health of related objects:

- **View Explorer**

Displays a list of views and their CI hierarchies. The component enables you to select a view and browse through its CI hierarchy, or to search for a CI in the selected view. For more information, see ["View Explorer Component" on page 210](#).

- **Event Browser**

Displays a list of the active events in your environment. For more information, see ["Use the Event Browser \(HTML\)" on page 105](#).

- **Health Top View**

The Health Top View pane in the Health Perspective tab displays a topological view of the configuration items affected by the event selected in the Event Browser pane. The view shows the relationships between the configuration items that represent the monitored objects and indicates their current health status. You can also use the Health Top View to see what affects the health of individual objects has on the health of other objects.

The Health Top View is designed to help investigate problems that require root cause analysis. For more information, see ["Health Top View Component" on page 181](#).

- **Health Indicators**

Displays a list of the KPIs and health indicators for the selected CI, used to calculate health-related information such as availability and performance of the selected configuration item. For more information, see ["Health Indicators" on page 152](#).

- **Actions Pane**

Display, and execute the tools, actions and Run Books that can be executed on the selected events in the Event Browser. For details, see ["Specify tools" on page 143](#), ["Use the Actions pane" on page 134](#), and [Launching Operations Orchestration Run Books](#).

Health indicators (HI) and key performance indicators (KPI) are used to determine the health of an object. OMi calculates how severe the problems directly associated with the selected object are and combines this information with any additional information available about dependent objects. The combined data is passed to calculation rules that evaluate and set the KPIs that indicate the overall health of an object.

The color of an object displayed in the Health Top View is used to indicate its health, and the most critical status of any contributing objects. For example, green can be set to represent normal and red to represent critical. The color used depends on the view settings. Whatever you specify in the view settings contributes to the color of the CI.

For more information about HIs and KPIs, see ["Health Indicators" on page 152](#) and ["HI-based KPI calculations" on page 154](#).

Performance Perspective

In the Performance Perspective tab, OMi Performance Dashboard enables you to visualize performance metrics in the form of performance dashboards. By default, OMi Performance Dashboard comprises out-of-the-box dashboards. In addition, you can also create and customize performance dashboards for the Configuration Items (CIs) that you are monitoring.

OMi Performance Dashboard helps you perform the following:

- Explore and visualize performance metrics of a host of components such as applications, system, and network.
- Quickly visualize the performance of important CIs by using personalized favorites.
- Public Favorites - Support for sharing user-defined favorites as public favorites.
- Embed charts such as graphs, table, text, process table, and pie into the performance dashboard or copy the URL of any chart and embed it into your **My Workspace** page.
- Support for URL launch - embed performance dashboards or single charts into any UI mashup page.
- Instance Parameterization for managing different multiple instances across systems.
- Event Overlay for visualizing event information in the performance dashboard.
- Date Range Panel for visualizing time-specific data.
- Dashboard Assignment for assigning performance dashboards to CI Types (CITs).
- Real-time visualization of performance metrics.
- Simultaneous display of real-time and historical data.
- Forward critical performance metrics to Business Value Dashboard (BVD).
- CI Comparison dashboard for comparing CIs that belong to similar CITs.
- Support for OpsBridge store, new data store provided by OMi Performance Engine.

Note: OMi Performance Dashboard supports graphing data from multiple connector systems for a certain topology instance. However, for the topology instances that are integrated through Operations Agent, SiteScope, or Cloud Optimizer, OMi Performance Dashboard graphs data from only one system.

OMi Performance Dashboard can be used by Performance Experts - System and Application Administrators - to diagnose specific problems and to troubleshoot server performance.

In the Performance Perspective tab, the following panes help you visualize performance metrics:

- **View Explorer**

Displays a list of views and their CI hierarchies. The component enables you to select a view and browse through its CI hierarchy, or to search for a CI in the selected view. For more information, see ["View Explorer Component" on page 210](#).

- **Performance Pane**

Enables you to create, customize, and visualize performance dashboards.

Date Formats

The date formats displayed in the Performance Perspective correspond to the language setting in the web browser. For example, if your browser is set to en-IN (English India), the date is displayed using the Indian date/month/year format, for example 17/7/13.

The following date formats are currently supported:

de-DE - German

en-AU - English Australia

en-GB - English United Kingdom

en-IN - English India

en-US - English United States

en-CA - English Canada

es-ES - Spanish

fr-FR - French

ja-JP - Japanese

ko-KR - Korean

ru-RU - Russian

zh-CN - Chinese China

zh-HK - Traditional Chinese Hong Kong

zh-SG - Simplified Chinese Singapore

If no preferred language is specified, en-US is used.

Note: For German or French languages, the date format is always taken from the base language even if you have selected a regional setting in your web browser.

For example, if you have selected fr-BE for the regional setting in your web browser, the date format is taken from the fr-FR setting.

Understanding OMi Performance Dashboard

OMi Performance Dashboard includes the following components:

- View Explorer (part of OMi)
- Performance Pane

View Explorer

The View Explorer pane displays a list of views and the associated CIs in a tree view. The CI tree displays the list of available CIs. You can select the required CI for which you want to view an existing performance dashboard or create a new performance dashboard. You can also create your own views. You can select only one CI from the tree view to create dashboards. If you select more than one CI, the system displays an error message stating that it could not load the performance dashboard. For more information, see "[View Explorer Component](#)" on page 210.

Performance Pane






Performance Pane enables you to create and visualize performance dashboards. In addition, you can also customize and visualize content in the performance dashboard.









To access

Workspaces > Operations Console > Performance Perspective

Alternatively, click [Performance Perspective](#).

The following table explains the options available in the Performance Pane.

UI Elements	Description
	<p>Click to view the available performance dashboards, default performance dashboard, and favorites.</p> <p>Note:  indicates the default dashboard.</p>
	<p>Click to view the available performance dashboards.</p> <p>The performance dashboards are categorized as follows:</p> <ul style="list-style-type: none"> • Favorite Dashboards - These are user-defined favorites. • Standard Dashboards - These are out-of-the-box dashboards that you cannot edit or delete. • Custom Dashboards - These are user-defined dashboards. <p>You can search for a dashboard by typing the dashboard name in the Search box. If you start typing a dashboard name in the Search box, the list includes only those dashboards whose name starts with the typed letters.</p> <p>Note:  indicates the default dashboard.</p>
	<p>Click to view the following options:</p> <p>Save as - Save a copy of the performance dashboard.</p> <p>Clear Cache - Clear cache and reload metadata for all the CIs.</p> <p>Note: Clear cache option is available only for users with Design Graphs permissions.</p> <p>Refresh Data Source - Clear metadata from all data sources that are monitoring the CI. For example, if a CI is monitored by SiteScope and Operations Agent, choosing this option will clear metadata for this CI from both the data sources. You can use this option when new classes or metrics are added for a CI.</p> <p>Note: Refresh Data Source option is available only for performance dashboards. It is not available for Favorites and CI Comparison dashboards.</p> <p>Mark as Default - Mark the performance dashboard as default.</p> <p>Dashboard JSON - View the JSON file for the performance dashboard.</p> <p>Export Dashboard - Export the dashboard in CSV format.</p> <p>Print To PDF - Save the dashboard in PDF format.</p>

UI Elements	Description
	Click to create a new performance dashboard.
	Click to save the performance dashboard.
	Click to refresh the data when connection is lost and retrieved.
Last Updated	Shows the last updated time for the performance dashboard. The last updated time appears in the format hh:mm:ss.
	Click to view the date range panel.
	Click to configure performance dashboard settings.
	Click to view real-time data in the performance dashboard.
	Click to add rows to the performance dashboard.
	Click to add charts, rows, or change other settings.

Configuring Performance Dashboard

This option enables you to configure and define the settings for a performance dashboard. These settings can be used to create a new performance dashboard or to edit and customize an existing performance dashboard.

To access


1. **Workspaces > Operations Console > Performance Perspective.**
2. In the Performance Pane, click .

The performance dashboard settings include the tabs General, Features, Parameterization, and Event Overlay. See the following tables for explanations about the tabs' UI elements.

Note: General and Features tabs are also applicable for Favorites.

General

You can use this tab to edit the properties of the performance dashboard.

UI Element	Description
Title	Specify the title of the performance dashboard.
Time Correction	Select Coordinated Universal Time (UTC) or Browser time.
Auto-Refresh	<p>Select the check box to enable auto-refresh for the dashboard and specify the auto-refresh time. The minimum value is 1 minute and the maximum value is 1440 minutes (one day). Default value is 1 minute.</p> <p>Auto-Refresh check box is not selected by default. If you enable auto-refresh, manual refresh option () is not displayed.</p>
Points Every	<p>Determines the granularity (number of data points) on the performance dashboard. This value is used in conjunction with the Maximum Points value to determine the level of summarization to use. The following values are supported:</p> <ul style="list-style-type: none"> • Auto - Selects the value to display data points within the configured limit. If the combination of Date Range and Points Every settings results in too many points, the Points Every value is automatically adjusted to display all of the requested data. • Raw - Displays all the data collected by the data source for the specified duration. • 5m - Displays one data point for every five minutes of the specified duration. • 15m - Displays one data point for every fifteen minutes of the specified duration. • 30m - Displays one data point for every thirty minutes of the specified duration. • 1h - Displays one data point for every one hour of the specified duration. • 3h - Displays one data point for every three hours of the specified duration. • 6h - Displays one data point for every six hours of the specified duration. • 12h - Displays one data point for every twelve hours of the specified duration. • 1d - Displays one data point for every day of the specified duration.
Maximum Points	This field is displayed only when Points Every value is set to Auto . It determines the number of data points to be displayed on the performance dashboard (default value is 100 points). This value is used to summarize the data for each data point and to fit the chart in a single window, when Points Every value is set to Auto . For other Points Every values, Performance Dashboard determines the number of (data points or time intervals) for each chart and provides options to view the next or previous set of data points or intervals.
Hide Controls	Check this option to hide controls when viewing the performance dashboard.

Features




UI Element	Description
Shared Crosshair	Check this option to compare the data within a performance dashboard.

Parameterization

This option enables you to manage multiple instances running on different systems by defining instance parameters in the performance dashboard.


Parameters

You can use this tab to view the parameters that are defined. You can also edit or delete the instance parameters that are not required.

UI Element	Description
	Click to edit the parameter.
	Click to delete the parameter.
	Click to close.



Add

You can use this tab to add parameters.

UI Element	Description
Parameter Name	Specify the parameter name.
Data Source	Specify the data source.
Class Name	Specify the class name.
Regex	Specify the regular expression to filter the instance names.
	Click to run the regex query.
Add	Select to add the parameter.

Edit

You can use this tab to select and edit a parameter.

UI Element	Description
Parameter Name	Specify the parameter name.
Data Source	Specify the data source.
regex	Specify the regex.
Class Name	Specify the class name.
	Specify the regular expression to filter the instance names.
	Click to update the parameter.

Event Overlay

This option enables you to manage visualizing event information in the performance dashboard. By specifying the events, you can visualize the occurrence of events in the performance dashboard.

Options	Description
Critical	Select Critical to visualize critical events in the performance dashboard. The critical events are specific to CI and the time range.
Major	Select Major to visualize major events in the performance dashboard. The major events are specific to CI and the time range.
Minor	Select Minor to visualize minor events in the performance dashboard. The minor events are specific to CI and the time range.
Warning	Select Warning to visualize warning events in the performance dashboard. The warning events are specific to CI and the time range.

Configuring Rows and Charts





This section provides information about configuring rows and adding charts to the dashboard.

Configure Rows

To access

1. **Workspaces > Operations Console > Performance Perspective**

Alternatively, click [Performance Perspective](#).

2. In the Performance pane, click  and then click  **New** to create a new performance dashboard.
3. In the Performance pane, a row is added by default. To add another row, click .
4. In the Performance pane, click  and select the required component.

The following components are included: Add Chart, Set Height, Move, and Row Editor. See the following tables for explanations about the tabs' UI elements.

Add Chart

You can use Add Chart to include the following charts into the performance dashboard:

Component	Description
Graph	Creates a graph chart.
single value	Creates a single value chart. By default, the average metric value appears in the single value chart.
Text	Creates a text chart.
Pie	Creates a pie chart.
Table	Creates a table chart.

Set Height

You can use Set Height to define the height of the chart. Depending on your requirement, you can choose the height. For example, you can choose 150 pixels or 200 pixels and so on.

Move

You can use this option to move the charts up or down.

Row Editor

You can use this option to edit the properties of the rows.

General

This tab provides the following options:

UI Element	Description
Title	Specify the title of the row.
Height	Specify the height of the row.
Show Title	Specify if you want to show the title of the row

Charts

This tab provides information about the performance dashboard components that are included into a row. In addition, you can also move or delete the charts.

UI Element	Description
Title	Displays the title of the row.
Type	Displays the type of chart. For example, graph, single value, text, pie chart, or table.
Span	Specifies the span of the chart.
Move Up or Down	Move the rows up or down.
Delete	Delete the chart.

Delete Row

You can use this option to delete a row in the performance dashboard.

Collapse Row

You can use this option to collapse a row in the performance dashboard.


Configure Charts

You can use this option to configure charts.

Note: The UI elements and options that are described in the table below are not available in real-time and historical combined view. For more information about real-time and historical combined view, see ["Using Real-time and Historical Data Combined View" on page 340](#).

To access

Click the title of the chart to edit.




UI Element and Options	Description
-	Click to decrease the width of the chart.
+	Click to increase the width of the chart. Tip: If a metric value in a single value chart gets truncated, use the + icon to view the complete number.
	The following options are available: <ul style="list-style-type: none"> • Chart JSON - Click to view the JSON file for the chart. • Export CSV - Click to export the chart in CSV format. This option is available for graphs, table charts, and process table charts. • Toggle Legend - Select to view the legend for the chart. This option is available only for graphs.
Maximize	Click to maximize and display only the chart.
Edit	Click to edit the charts. Using the edit option, you can define the metrics, axis, grid, and display styles.
Duplicate	Click to duplicate the chart.
Share	Click to share the chart. After clicking Share , you get the following options: <ul style="list-style-type: none"> • Current Time Range - Uses the current time range when the performance dashboard is shared using the URL. If this option is not selected, you can share the performance dashboard with the time-range that was already saved. • Current Panel Only - Displays only the current chart when the performance dashboard is shared using the URL. If you do not select this option, then the performance dashboard contains all charts. • Include Parameters - Displays the existing parameters when the performance dashboard is shared using the URL. If you do not select this option, the parameters are not included. If the chart does not contain any parameters, then this setting is not applicable.

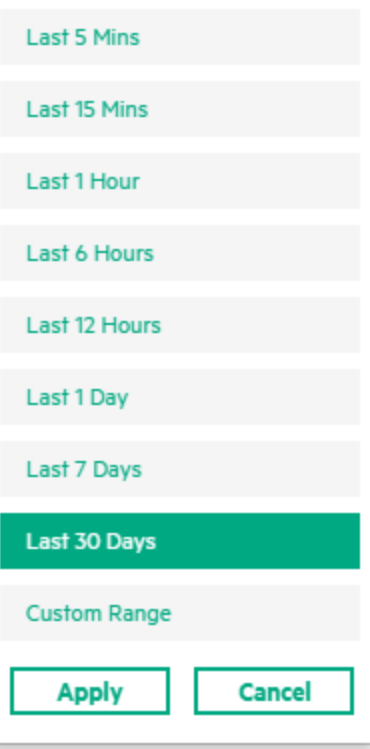
UI Element and Options	Description
Add to Favorite	Click to add the chart as a favorite.
x	Click to delete the chart.

Date Range Panel Option

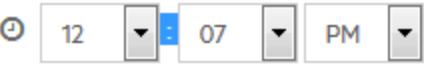
The Date Range Panel option enables you to visualize the performance data for a specific date and time range.

The following table lists all the options that are available to use the date range panel.

UI Element and Options	Description
	Click to show or hide the date range panel.
<p>9/25/2015, 12:07:57 PM to 9/25/2015, 4:35:07 PM</p> 	You can use the slider to choose the date range and time range within the specified start date and end date. The specified start date and end date is defined inside the drop-down custom range option.
 Nov 25, 2015 - Nov 27, 2015 ▼	<p>You can choose the drop-down to select the following:</p> <ul style="list-style-type: none"> • Custom Range (start date, end date, and specific time range) • Relative Time Options (Last 5 minutes, Last 1 hour, and so on) <p>By default, the drop-down displays the predefined date range.</p>

UI Element and Options	Description
	

Custom Range Options

UI Element and Options	Description
Start Date	You can use the calendar to choose the start date or you can type the start date.
End Date	You can use the calendar to choose the end date or you can type the end date.
>	Click to view the next month in the calendar.
<	Click to view the previous month in the calendar.
	You can specify the time range.

UI Element and Options	Description
Apply	You can click Apply to make the changes.
Cancel	You can click Cancel to not make the changes.

Editing Charts

You can use this option to edit charts. The settings for each chart is described in detail. The common and specific settings for each chart are described in this section.

To access

Click the title of the chart and click **Edit**.

The following settings are available for each chart:


Settings	Graph	Single Value	Text	Pie	Table	Process Table
Metrics	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>		<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Axis and Grid	<input checked="" type="checkbox"/>					
Display Styles	<input checked="" type="checkbox"/>					
Options		<input checked="" type="checkbox"/>				
Styles					<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Link	<input checked="" type="checkbox"/>			<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>

Metrics

You can use this tab to specify the metric attributes for the charts.

UI Element and Options	Description
Title	Specify the title of the chart.

UI Element and Options	Description
Data Source	<p>Choose the data source. The following data sources are supported:</p> <ul style="list-style-type: none"> • Operations Agent • SiteScope
Class Name	<p>Depending on the data source selected, the class names are displayed. You can choose the class name from the list.</p>
Metric Name	<p>Depending on the class name selected, the metric names are displayed. You can choose the metric name from the list.</p>
Instance Name	<p>Depending on the metric name selected, the available instance names are displayed. You can choose the instance name from the list.</p>
Label	<p>Specifies the label which will be displayed in the chart for the corresponding query. The label identifies this metric in the chart. The label can be modified for one metric at a time. The label can be a literal string, or it can contain references to special substitution variables.</p> <p>@[LABEL] - The metric label is specified by the data source. For example, (CPU%). If a label is not specified by the data source, then the metric name is used.</p> <p>@[INSTANCENAME] - The instance name that is defined.</p> <p>@[METRIC] - The metric name. For example, (GBL_CPU_TOTAL_UTIL)</p> <p>@[CLASS] - The metric class. For example: (GLOBAL)</p> <p>@[SYSTEM] - The node name supplying the metric. For example:(mysys.net.com)</p> <p>@[DATASOURCE] - The data source for this metric. For example: (PA, EPC)</p> <p>@[metric] - The value of the metric from the same data source and class. For example: @[BYDSK_DEVNAME] labels the metric with the value of the BYDSK_DEVNAME metric. If the BYDSK_DEVNAME metric value were "0", Disk@[BYDSK_DEVNAME] would produce a label of Disk 0. Example: @[SYSTEM]:@[CLASS]:@[METRIC] may produce</p>

UI Element and Options	Description
	a label as "mysys.net.com:GLOBAL:GBL_CPU_TOTAL_UTIL"
<p>Actions</p> 	<p>Select one of the options to perform the following actions:</p> <p>Hide metric - This option helps you to hide the metric in the chart. If you enable this option, the metric is not displayed in the chart. If you disable this option, the metric displayed in the chart.</p> <p>Duplicate metric - This option helps you to duplicate the metric name and its attributes. This is useful while defining multiple instances for the same metric. To duplicate the metric, click the Duplicate metric option.</p> <p>Remove metric - This option removes the metric.</p>
Import Graph Template	Select this option to import graph templates from OMi Management Packs. For more information, see "Importing Graph Templates" on page 329 .
Add Metric	Select this option to add the metrics query.

Note: If you are importing graph templates, do not specify the system name in the title of the chart.


By default, the label of the chart is defined as @@[METRIC]. If you are defining a chart with a metric for different instances of a class, then the chart legend is duplicated with the same metric name and the chart data is not updated correctly. If you are creating a chart for different instances of a class, it is recommended to differentiate the chart legend by specifying an instance name in the label of the chart. You can update the label of the chart as @@[METRIC] - @@INSTANCENAME

Axis and Grid

You can use this tab to specify the axis and grid attributes for the charts.

UI Element and Options	Description
Left Y and Right Y	Depending on your requirements, the charts can be customized using these attributes. Based on the selections for Left Y and Right Y, the chart is

UI Element and Options	Description
	<p>appended with the units, grid attributes, and labels.</p> <p>Unit - Use this option to specify the unit of the metric. Depending on the minimum and maximum metric values, Performance Dashboard converts the metric data in a suitable unit format and scales the left and right Y axes accordingly.</p> <p>Example: Suppose you have selected millisecond (ms) as the unit and one of the metric values is 4132.34 ms. Depending on the maximum and minimum metric values in the data, Performance Dashboard may convert this value into seconds and display it as 4 seconds on the chart.</p> <p>Choose one of the following:</p> <ul style="list-style-type: none"> • None - Choose Short, Percent, or None. • Duration - Choose Nanoseconds, Milliseconds, Microseconds, or Seconds. • Data - Choose Bits, Bytes, Kilobytes, Megabytes, or Gigabytes. • Data Rate - Choose Bits/Second or Bytes/Second. <p>Grid Max - You can use this option to specify the grid values.</p> <p>Label - You can specify the label for Left Y and Right Y axis. The labels appear in the chart.</p>
Show Axis	Select to display x-axis and y-axis.
Range	You can specify the range values (Level 1 and Level 2) and the color options. The chart is updated when

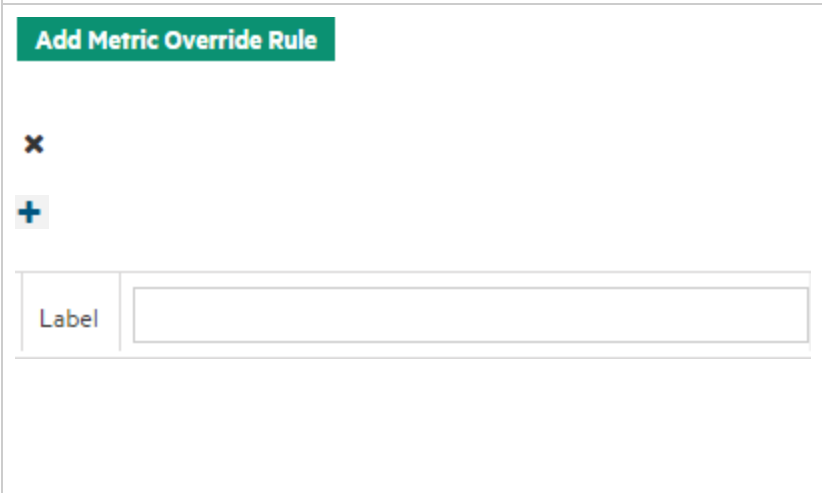
UI Element and Options	Description
	<p>the metric values exceed Level 1, Level 2 or both the values.</p> <p>Level 1 - Click to choose Level 1 value. If the metric value exceeds the specified Level 1 value, the chart is appended using the defined color options.</p> <p>Level 2 - Click to choose the Level 2 value. If the metric value exceeds the specified Level 2 value, the chart is appended using the defined color options.</p> <p>You can select the Level 1, Level 2, or both the values.</p> <p> - Click to choose the Level 1 and Level 2 color options. The chosen color options is appended to the chart if the metric values exceed Level 1 or Level 2.</p> <p>Line Mode - Click to select line mode. If the metric values exceed the Level 1 or Level 2 values, the chart is appended with a line.</p>
Legend	<p>You can use this option to specify the legend settings.</p> <p>Show - Select to show the legend in the performance dashboard.</p> <p>Table - Select to show the legend as a table in the performance dashboard.</p> <p>Right Side - Select to show the legend in the right side in the performance dashboard.</p> <p>Hide Empty - Select to hide empty legend.</p>
Legend Values	<p>You can choose the legend values that need to appear in the chart. You can select Min, Max, Avg, Current, and Total. For each of these legend</p>

UI Element and Options	Description
	values, the corresponding metric values are appended in the chart.

Display Styles

You can use this tab to specify the display styles for the charts.

UI Element and Options	Description
Chart Options	You can select the chart options - Lines, Bars, or Points. Depending on the selection, the metric values are visualized as Lines, Bars or Points.
Line Options	<p>You can specify the line options in the performance dashboard by choosing the Line Fill and Line Width.</p> <p>You can also specify how the null values should be depicted in the performance dashboard by defining the Null Point Mode.</p> <p>You can select staircase line to visualize the charts as a staircase.</p>
Multiple Metrics	You can choose how multiple metrics can be visualized in the chart. You can choose Stack or Percent. If you choose Stack, the metric values are stacked in the chart. If you choose Percent, the metric values are displayed as percentage.
Tooltip	You can choose how tool tips can be depicted in the performance dashboard.

UI Element and Options	Description
	<p>All Metrics - Shows all metrics on same tooltip with a shared crosshair to help follow all metrics.</p> <p>Stacked Values - Shows metrics as stacked values. You can choose cumulative or individual for specifying how the values in stacked charts must be calculated.</p>
Metric Specific Overrides	You can add custom display styles for each metric using metric override rule. This overrides the generic display styles.
	<p>You can click add metric override rule and select specific styles for a metric by specifying the label for the metric.</p> <p>Click to delete the metric override rule.</p> <p>Click to add the display styles for a metric.</p> <p>Click to choose the label from the list of available labels.</p>

Options

You can use this tab to specify the font and coloring options for the charts.

UI Element and Options	Description
Big Value	<p>The Big Value comprises the following options:</p> <p>Prefix - The value is prefixed with the specified prefix name. For example, if you specify Sample as the Prefix. The chart is displayed as Sample</p>


UI Element and Options	Description
	<p><Value>.</p> <p>Value - You can choose which values need to appear in the chart. You can choose Min, Max, Avg, Current, or Total.</p> <p>Postfix - The value is postfixed with the specified postfix name. For example, if you specify MB as the Postfix. The chart is displayed as <Value>MB.</p>
Font Size	You can choose the font size for the Prefix, Value, and Postfix data.
Unit	<p>Use this option to specify the unit of the metric. Performance Dashboard converts and displays the metric data in a suitable unit format based on the metric values.</p> <p>Example: Suppose you select millisecond (ms) as the unit and a metric value is 4132.34 ms. Performance Dashboard may convert this value into seconds and display it as 4 seconds on the chart.</p> <p>Unit - You can use one of the following options to specify the unit of the metric:</p> <ul style="list-style-type: none"> • None - You can choose Short, Percent, or None. • Duration - You can choose Nanoseconds, Milliseconds, Microseconds, or Seconds. • Data - You can choose Bits, Bytes, Kilobytes, Megabytes, or Gigabytes. • Data Rate - You can choose Bits/Second or Bytes/Second.
Coloring	You can select the range options and

UI Element and Options	Description
	<p>the coloring options.</p> <p>Background - Select if you want a background color to be displayed.</p> <p>Value - Select if you want coloring for the values.</p> <p>Range - Specify the range values (Level 1, Level 2, Level 3). If the metric values exceed these levels, then the chart is appended with the defined color options.</p> <p>Colors - Click to select and choose colors for Level 1, Level 2, and Level 3 range values.</p> <p>Invert Order - Click to invert the order of the range values (Level 1, Level 2, and Level 3).</p>
Spark Lines	<p>You can view the historical data that provides valuable context at a glance. It does not include x or y axis.</p> <p>You can specify the following options for spark lines:</p> <p>Show - Click to show the spark lines.</p> <p>Background Mode - Click to show the background.</p> <p>Line Color - Click to specify the line color for spark lines.</p> <p>Fill Color - Click to specify the fill color for spark lines.</p>
Value to Text Mapping	<p>This option enables you to map values to text. For example, you can map value 12 to appear as N/A. You can do this by using the following options:</p> <p>x - Click to delete the value to text mapping</p>

UI Element and Options	Description
	<p>Value - Specify the value that needs to be mapped to text.</p> <p>Text - Specify the text</p> <p>+ - Click to add the value to text mapping</p>

Link

You can use this option to link the chart to a performance dashboard. This option appears for graph, pie, table, and process tables.

UI Element and Options	Description
Link Label	Specify the name for the link label.
Dashboard	Specify the performance dashboard to which the chart must be linked.
URL	Specify the URL of the performance dashboard to which the chart must be linked.
	Click to delete the link.
Add Link	Click to add a link to a performance dashboard.

Styles

You can use this tab to specify the table attributes. This option appears only for tables and process tables.

UI Element and Options	Description
Table Type	You can choose the table type as TimeSeries or Structured. If you choose TimeSeries, the metric values are for a specific duration are displayed. If you choose Structured, the latest metric values are displayed.
Styling Options	You can define the column width.
Sorting	You can enable this option to choose table sorting. By enabling sorting, you can sort the column headers in ascending or descending order. It allows

UI Element and Options	Description
	multi-level sorting. You can sort the data of one column and then followed by another column.
Formatting	You can define the formatting by choosing the decimal places. The values are updated accordingly.
Time as Date	You can select this option if you want to display the time as date. If selected, the UNIX timestamp is displayed in a regular date format.
Column Coloring	<p>You can select the column coloring options.</p> <p>Background - Select if you want a background color to be displayed.</p> <p>Value - Select if you want values to be displayed.</p> <p>Range - Specify the range values (Level 1, Level 2, Level 3). If the metric values exceed these levels then the chart is appended with the defined color options.</p> <p>Colors - Click to select and choose colors for Level 1, Level 2, and Level 3.</p> <p>Invert Order - Click to invert the order of the range values (Level 1, Level 2, and Level 3).</p>

Getting Started

The following section provides information about the tasks that you must perform to start using OMi Performance Dashboard.

Task 1: Creating Performance Dashboard

You can create the performance dashboard. For more information, see "[Creating a Performance Dashboard](#)"

Task 2: Configuring Performance Dashboard

After creating the performance dashboard, you must add content and configure the performance dashboard. For more information, see ["Configuring Performance Dashboard"](#).

Task 3: Launching Performance Dashboard

After configuring the performance dashboard, you can launch the performance dashboard to visualize the performance metrics. For details, see ["Launching a Performance Dashboard" on page 325](#).

For more information about designing and managing performance dashboard, see ["Designing Performance Dashboard"](#) and ["Managing Performance Dashboards"](#).

Designing Performance Dashboard

OMi Performance Dashboard comprises out-of-the-box dashboards for exploring and visualizing the performance metrics. In addition, you can also create customized performance dashboards to visualize the performance metrics of CIs.

Using OMi Performance Dashboard, you can perform the following tasks to design the performance dashboard:

["Creating a Performance Dashboard"](#)

["Configuring Performance Dashboard"](#)


["Visualizing Events in the Performance Dashboard"](#)

["Managing Multiple Instances across Systems using Instance Parameterization"](#)

Creating a Performance Dashboard

You can create and customize dashboards. Using the Performance Pane, you can create the performance dashboard for visualizing the performance metrics.

To create the performance dashboard in OMi, follow these steps:

1. Click **Workspaces > Performance Perspective**.
2. In the View Explorer pane, select the **View** from the drop-down list. For example, you can select System_Infrastructure to view the CIs associated with this view.
3. In the View Explorer pane, click the CI for which you want to create a performance dashboard.
4. In the Performance pane, click  to create a new performance dashboard.
5. You can create rows and add the charts such as graph, single value, text, pie, table, and process table into the performance dashboard. For more information, see "[Configuring Performance Dashboard](#)" on page 320.

Editing Charts

You can edit and customize the charts - graph, single value, text, pie, table, and process table. Before editing charts, you must create or launch an existing performance dashboard. For information about creating a Performance Dashboard, see "[Creating a Performance Dashboard](#)" on the previous page. For information about launching an existing Performance Dashboard, see "[Launching a Performance Dashboard](#)" on page 325. After you create or launch a Performance Dashboard, you must configure the Performance Dashboard. For more information, see "[Configuring Performance Dashboard](#)" on page 320

How to edit charts (graph, single value, pie, and table)

To edit the charts, click the title of the chart and click **Edit**. Depending on the chart type, the different options appear. To specify the attributes for the charts, follow these tasks:

Task 1: Specifying the metrics

You can specify the metrics and other attributes using the **Metrics** tab. This tab is available for Graph, Single Value, Pie, and Table. We recommend to specify maximum eight metrics.

To define these attributes, follow these steps:

1. **Title** - Specify the title of the chart. This title appears at the top of the chart.
2. **Data Source** - Choose the data source. The data sources - Operations Agent and Site Scope are supported. You can choose one of the data sources.
3. **Class Name**- Depending on the data source selected, the class names are displayed. You can choose the class name from the list.

4. **Metric Name** - Depending on the class name selected, the metric names are displayed. You can choose a metric name from the list.


Note: Performance Dashboard does not support arithmetic operators (for example, +, -, *, and /) in the metric names. Hence the metric names that contain arithmetic operators are not displayed.

For detailed description of the metric, select open the metric help. The detailed description of the selected metric appears as a popup. For example, if you select, Operations Agent as the DataSource, Global as the Class Name, and GBL_ALIVE_PROC as the metric, you can view the detailed description of this metric. The metric help appears as a popup.

If the metric description character length is more than 500, the popup contains a **more** option. A new window appears selected metrics and their metric descriptions. The selected metrics are highlighted. It also contains the metric name listing of the selected class name. You can also search for a specific metric name using the search box. For example, the window shows the metrics and their descriptions for the class name - Global.

Note: The metric help is available only for Operations Agent CIs.

5. **Instance Name** - Depending on the metric name selected, the available instance names are displayed. You can choose the instance name from the list.
6. **Label** - Specify the label which is displayed in the chart for the corresponding query. The label identifies this metric in the chart.
7. **Stat Function** - You can use this to aggregate the data points over a specific period of time and visualize data. You can choose none, min, max, avg to aggregate data points. For example, if you choose average (avg), the average data points are aggregated and displayed in the chart. This feature is available only for OpsBridge Store data source. To use this feature, you must choose **Dashboard Settings > Points Every** and choose the Points Every value. Do not choose Raw as the Points Every value.
8. **Optional. Actions** - Select one of the options to perform the following actions:
 - a. **Hide metric** - This option helps you to hide the metric in the chart. If you enable this option, the metric is not displayed in the chart. If you disable this option, the metric displayed in the chart.
 - b. **Duplicate metric** - This option helps you to duplicate the metric name and its attributes. This is useful while defining multiple instances for the same metric. To duplicate the metric, click the Duplicate metric option.
 - c. **Remove metric** - This option removes the metric.
9. **Optional.** To add more metrics, click **Add Metric**

10. *Optional.* If you are using OMi Management Packs and need to import graph templates, you can click . For more information about importing graph templates, see ["Importing Graph Templates" on page 329.](#)

Task 2: Specifying the axis and grid

Depending on your requirements, the charts can be customized using the following attributes. This tab is available only for Graph charts. You can define a host of attributes such as axis, grid, range, legend, and so on using the **Axis and Grid** tab. To define these attributes, follow these steps:


1. Based on the selections for Left Y and Right Y, the chart is appended with the units, grid attributes, and labels.

Units: You can choose any of the following units:

- Unit - You can choose short, percent, or none
- Duration - You can choose the duration by specifying nanoseconds, milliseconds, microseconds, or seconds.
- Data - You can choose the data size format by specifying bits, bytes, or kilobytes.
- Data Rate - You can choose the data rate by specifying bits/second or bytes/second.

Grid Max - You can use this option to specify the grid values.

Label - You can specify the label for Left Y and Right Y axis. The labels appear in the chart.

2. Show Axis - Select X-Axis and Y- Axis if you want to view it in the performance dashboard.
3. Range - Specify the range values (Level 1 and Level 2) and the color options. The chart is updated when the metric values exceed Level 1, Level 2 or both the values.
 - a. **Level 1** - Click to choose Level 1 value. If the metric value exceeds the specified Level 1 value, the chart is appended using the defined color options.
 - b. **Level 2** - Click to choose the Level 2 value. If the metric value exceeds the specified Level 2 value, the chart is appended using the defined color options.
 - c. Click  to choose the Level 1 and Level 2 color options. The chosen color options is appended to the chart if the metric values exceed Level 1 or Level 2.
 - d. **Line Mode** - Click to select line mode. If the metric values exceed the Level 1 or Level 2 values, the chart is appended with a line.
4. Legend, - Specify the legend settings.

Show - Select to show the legend in the performance dashboard.

Table - Select to show the legend as a table in the performance dashboard.

Right Side - Select to show the legend in the right side in the performance dashboard.

Hide Empty - Select to hide empty legend.


5. Legend Values - Choose the legend values that need to appear in the chart. You can select **Min**, **Max**, **Avg**, **Current**, and **Total**. For each of these legend values, the corresponding metric values are appended in the chart.


Task 3: Display styles

You can customize the display styles for the charts using the **Display Styles** tab. This tab is available only for Graph charts.

1. Chart Options - Select the chart options - Lines, Bars, or Points. Depending on the selection, the metric values are visualized as Lines, Bars or Points.
2. Line Options - Specify the line options in the performance dashboard by choosing the Line Fill and Line Width. For example, you can specify Line Fill as 6 and Line Width as 4. The chart is updated accordingly.
3. Line Options - Specify how the null values must be depicted in the chart by defining the Null Point Mode as Connected, Null, or Null as Zero.
4. Line Options - Select staircase line to visualize the charts as a staircase.
5. Multiple Metrics - Choose how multiple metrics can be visualized in the chart. You can choose Stack or Percent. If you choose Stack, the metric values are stacked in the chart. If you choose Percent, the metric values are displayed as percentage.
6. Tooltip - Choose how tool tips can be depicted in the performance dashboard. You can choose the following option:

All Metrics - Shows all metrics on same tooltip with a shared crosshair to help follow all metrics.

7. Metric Specific Overrides - Add custom display styles for each metric using metric override.
 - a. Click **Add Metric Override Rule**. The metric override rule appears.
 - b. In the label field, click to choose a metric label from the list of available labels.
 - c. Click  to choose the display style. You can use this option and also choose more display styles for a specific metric label. For example, you can choose Bars as true and Line Fill as 4 for a specific metric label.

- d. The chart is updated with the bars and line fill as 4 for the chosen metric label.
- e. *Optional*. To delete a metric override rule, choose  .

Task 4: Specifying the options

You can use the **Options** tab to specify the Prefix or Postfix data, coloring options, value to text mapping and so on. This tab is available only for Single Value and Pie charts. To define these attributes, follow these steps:

1. Big Value - You can specify the following options:
 - a. Prefix - The value is prefixed with the specified prefix name. For example, if you specify Sample as the Prefix. The chart is displayed as Sample <Value>.
 - b. Value - You can choose which values need to appear in the chart. You can choose Min, Max, Avg, Current, or Total.
 - c. Postfix - The value is postfixed with the specified postfix name. For example, if you specify MB as the Postfix. The chart is displayed as <Value>MB
2. Font Size - Choose the font size for the Prefix, Value, and Postfix data.
3. Unit - Choose any of following options that is displayed in the chart.
 - o Unit - You can choose short, percent, or none
 - o Duration - You can choose the duration by specifying nanoseconds, milliseconds, microseconds, or seconds.
 - o Data - You can choose the data size format by specifying bits, bytes, or kilobytes.
 - o Data Rate - You can choose the data rate by specifying bits/second or bytes/second.
4. Coloring - Select the following range options and the coloring options.
 - a. **Background** - Select if you want a background color to be displayed.
 - b. **Value** - Select if you want coloring for the values.
 - c. **Range** - Specify the range values (Level 1, Level 2, and Level 3). If the metric values exceed these levels then the chart is appended with the defined color options.
 - d. **Colors** - Click to select and choose colors for Level 1, Level 2, and Level 3 range values.
 - e. **Invert Order** - Click to invert the order of the range values (Level 1, Level 2, and Level 3).
5. Spark Lines - View the historical data that provides valuable context at a glance. It does not include x or y axis. You can specify the following options:

- a. **Show** - Click to show the spark lines.
 - b. **Background Mode** - Click to show the background.
 - c. **Line Color** - Click to specify the line color for spark lines.
 - d. **Fill Color** - Click to specify the fill color for spark lines.
6. Value to Text Mapping - You can map values to text. For example, you can map value 12 to appear as N/A. You can do this by using the following options:
- a. **x** - Click to delete the value to text mapping
 - b. **Value** - Specify the value that needs to be mapped to text.
 - c. **Text** - Specify the text
 - d. **+** - Click to add the value to text mapping

Task 5: Specifying the styles

You can use the Styles tab to specify the table attributes. This tab is available only for Table charts. To define these attributes, follow these steps:

1. Table Type - Choose the table type as TimeSeries or Structured. If you choose TimeSeries, the metric values for a specific duration are displayed. If you choose Structured, the latest metric values are displayed. This is not applicable for process tables.
2. Styling options - Choose the width of the columns.
3. Sorting - Select if you want table sorting. By enabling sorting, you can sort the column headers in ascending or descending order. It allows multi-level sorting. You can sort the data of one column and then followed by another column.
4. Formatting - Define the formatting by choosing the decimal places. The values are updated accordingly.
5. Time as Date - Select if you want to display the time as date. If selected the UNIX timestamp is displayed in a regular date format.
6. Column Coloring - Select the range, coloring options and so on. You can do the following:
 - a. **Background** - Select if you want a background color to be displayed.
 - b. **Value** - Select if you want values to be displayed.
 - c. **Range** - Specify the range values (Level 1, Level 2, and Level 3). If the metric values exceed these levels then the chart is appended with the defined color options.
 - d. **Colors** - Click to select and choose colors for Level 1, Level 2, and Level 3.
 - e. **Invert Order** - Click to invert the order of the range values (Level 1, Level 2, and Level 3).


Task 6: Specifying the link

You can use this option to link the chart to a performance dashboard. This tab is available only for Graph, Pie, Table, and Process Table charts.


1. Link Label - Specify the name for the link label. The chart is linked to the performance dashboard using this link.
2. You can choose one of the following options to link the chart to the performance dashboard:

Dashboard - Click **Dashboard** and select a performance dashboard from the drop-down list.

URL - Click URL and specify the URL. The URL must be absolute. It must start with `https` or `http`. You can link the performance dashboard to any given URL.

3. To add more links, click **Add Link**. To delete the newly added links, click 

Note: Before adding more links, you must fill the mandatory link.

4. Click **Back to Dashboard** and click . In the Performance Pane, the link appears at the bottom of the charts - graph, pie, table, or process table. You can click the label to open the performance dashboard.

How to edit text charts

You can use text charts to add information that helps you understand the chart data. To specify information for the text charts, follow these steps:

1. To edit the text charts, click the title of the chart and click **Edit**.
2. Title - Specify the title of the text chart. This information appears at top of the text chart.
3. Mode - Choose Markdown, Text, or HTML. Based on the selection, you can write the text accordingly.

Note: If you select **HTML**, you can embed HTML code in the **Content** field. However, base64 images and hyperlinks (for example, links to web pages, images, or executable binaries) are not supported.

4. Content - Write the content in the specified format. This content appears on the text chart.
5. Click **Close** to exit and return to the performance dashboard.

How to edit process tables

Process Table charts enable users to drill down to process data for diagnosing the performance issues. To edit the process table, click the title of the chart and click **Edit**. To specify the attributes, follow these tasks:

Task 1: Specifying the Metrics

You can specify the metrics and other attributes using the **Metrics** tab. The Process Table is available for Operations Agent Data Sources only. To define these attributes, follow these steps:

1. Specify the title of the chart. This title appears at the top of the chart.
2. By default, the process table chart is available for process class. The corresponding metric names are displayed for the process class. You can choose the metric name from the list.
3. Specify the label that you want to display on the chart for the corresponding query. The label identifies this metric in the chart.
4. *Optional.* Remove metric - Select this option to remove the metric.
5. *Optional.* To add more metrics, click **Add Metric**

Task 2: Specifying the styles

You can use the Styles tab to specify the table attributes. To define these attributes, follow these steps:


1. Table Type - Choose the table type as TimeSeries or Structured. If you choose TimeSeries, the metric values for a specific duration are displayed. If you choose Structured, the latest metric values are displayed.
2. Styling options - Choose the width of the columns.
3. Sorting - Select if you want table sorting. You can enable this option and sort the column headers in ascending or descending order. It allows multi-level sorting. You can sort the data of one column and then followed by another column.
4. Formatting - Define the formatting by choosing the decimal places. The values are updated accordingly.
5. Time as Date - Select if you want to display the time as date. If selected the UNIX timestamp is displayed in a regular date format.

6. Column Coloring - Select the range, coloring options and so on. You can do the following:
 - a. **Background** - Select and choose the background color to be displayed.
 - b. **Value** - Select and choose the values to be displayed.
 - c. **Range** - Specify the range values (Level 1, Level 2, and Level 3). If the metric values exceed these levels then the chart is appended with the defined color options.
 - d. **Colors** - Click to select and choose colors for Level 1, Level 2, and Level 3.
 - e. **Invert Order** - Click to invert the order of the range values (Level 1, Level 2, and Level 3).


Task 3: Specifying the link

You can use this option to link the chart to a performance dashboard.

Note: This tab is available only for Graph, Pie, Table, and Process Table charts.

1. Link Label - Specify the name for the link label. The chart is linked to the performance dashboard using this link.
2. You can choose one of the following options to link the chart to the performance dashboard:
 - Dashboard** - Click **Dashboard** and select a performance dashboard from the drop-down list.
 - URL** - Click URL and specify the URL. The URL must be absolute. It should start with https or http. You can link the performance dashboard to any given URL.
3. To add more links, click **Add Link**. To delete the newly added links, click .

Note: Before adding more links, you must fill the mandatory link.

4. Click **Back to Dashboard** and click . In the Performance Pane, the link appears in the bottom of the charts - graph, pie, table, or process table. You can click the label to open the performance dashboard.

Viewing Charts


After editing the charts and defining the attributes, you can view the charts in the Performance Perspective page.

Viewing graphs

You can view the graphical representation of selected metrics using the graph charts. For example, you

can edit the graph chart and select the metrics - BYCPU_CPU_TOTAL_UTIL and BYCPU_CPU_TOTAL_TIME to visualize the metric details as a graphical representation. The graph charts also contain legends with the selected metrics. You can toggle the legends to view only the specific metric or all metrics in the chart.

Viewing process tables

You can view the detailed process information by using the Process Table charts. In addition, you can view specific process information by filtering the data. Click  **Filter** to filter the data.

For numeric data, the filter operators >, <, >=, <=, =, and != are supported. If you specify a numerical value such as 4 as filter, then by default the data is filtered for operator '=' to 4.

For non-numeric data, the filter string **contains is** supported. For example, if you search for string **Agent** for Process Name column, only the Process Name which contains Agent is filtered.

You can click  **Clear Filter** to clear the filter.

Viewing pie charts

You can view the percentage representation of selected metrics by using the pie charts. A pie chart is divided into colored slices, each slice representing a metric. For example, you can edit the pie chart and select the metrics - Active_Processes and Alive_Processes to visualize the metrics in the form of a pie chart. The pie charts also contain legends for the selected metrics. You can hover over the pie chart to see the percentage value of each metric.

Configuring Performance Dashboard



This section provides step-by-step information about creating and configuring a performance dashboard. Before configuring the performance dashboard, you must create a new performance dashboard. For more information, see "[Creating a Performance Dashboard](#)" on page 310.

Add rows and charts

You must add new rows and then you can add a graph, single value, text, pie, table, and process table to the performance dashboard.

1. **Workspaces > Operations Console > Performance Perspective**

Alternatively, click [Performance Perspective](#).

2. In the Performance pane, click  **Add Row**.
3. In the Performance pane, click  **> Add Charts**.

Note: You can also drag and drop charts to another row.


4. Click the required chart. For example, you can select Graph.
5. The chart is added to the performance dashboard. Similarly, you can add the required charts to the performance dashboard.

Edit charts

You can click the title to edit and configure the charts. You can modify the attributes of the charts.

1. In the Performance pane, click the title of the chart to edit. For example, you can click the title of the graph to edit.
2. Click **Edit**. You can now add or modify the Metrics, Axis & Grid, and Display Styles.
3. After specifying the attributes, you can click **Back to Dashboard**. For more information about editing charts, see ["Editing Charts" on page 311](#).

Save the performance dashboard

1. In the Performance pane, click  to save the performance dashboard.
2. Specify a name and click **Save**.


Visualizing Events in the Performance Dashboard

Using the event overlay feature, you can visualize when the events of a specific severity occur in the time frame shown in the performance dashboard. By visualizing such events, you can diagnose specific issues.

Use Case: If there is a spike in the metric, and if the spike can be overlaid on the performance dashboard along with the event being generated, this helps the performance expert to co-relate information about the spike and the event generated. The performance expert can diagnose and take action.

How to visualize events in the Performance Dashboard

You can visualize the events into a new performance dashboard or to an existing performance dashboard. For information about creating a performance dashboard, see ["Creating a Performance Dashboard" on page 310](#). For information about launching an existing performance dashboard, see ["Launching a Performance Dashboard" on page 325](#).

1. In the Performance Pane, click . The Dashboard Settings appear.
2. In the Dashboard Settings, click **Event Overlay**.
3. You can view the open and closed events in the dashboard. Select the event severity that you want to visualize in the performance dashboard:

Major - Displays Major events within the chosen time range in the performance dashboard. The major events are highlighted in orange.

Critical - Displays Critical events within the chosen time range in the performance dashboard. The critical events are highlighted in red.

Minor - Displays Minor events within the chosen time range in the performance dashboard. The critical events are highlighted in yellow.

Warning - Displays Warning Events within the chosen time range in the performance dashboard. The critical events are highlighted in blue.

4. Click **Close**.

In the Performance Pane, you can visualize the events in the performance dashboard based on your selections.


Managing Multiple Instances across Systems using Instance Parameterization

You can manage multiple instances running on different systems by defining instance parameters in the performance dashboard. For example, if System A has three instances of metric class X and System B has four instances of metric class X, you can create a performance dashboard with an instance parameter for metric class X and reuse the performance dashboard on both systems. The instance parameter is updated with the instances of metric class X dynamically based on the system.

Use Case: Use Instance Parameterization, for example, if you have many disks or application instances and you want to visualize the performance metrics for only some of those instances.

How to define instance parameters

You can define instance parameters in a new performance dashboard or to an existing performance dashboard. For information about creating a performance dashboard, see ["Creating a Performance Dashboard" on page 310](#). For information about launching an existing performance dashboard, see ["Launching a Performance Dashboard" on page 325](#).

1. In the Performance pane, click .
2. In the Dashboard Settings page, click the Parameterization tab.
3. Click the Add tab to define instance parameters.
4. In the Add tab, specify the **Parameter Name**.
5. Select the **Data Source**. The available data sources are listed based on the CI that is selected in the View Explorer.
6. Select the **Class Name**. The available class names are listed based on the CI that is selected in the View Explorer.
7. *Optional*. Specify a regular expression in the regex field to filter the instance names.

Examples

If the defined instance parameters are (1-10) and you want to retrieve the first three parameters, specify the following expression in the Regex field:

```
 /^[1-3]/
```

If the defined instance parameters are OperationsAgent, memory_management, test, and test_cpu, and you want to retrieve parameter names starting with "m", specify the following expression:

```
 /^[m]/
```


Specify test* to retrieve all the parameter names starting with the keyword test.

Note: After you save the dashboard, the regular expression that you specify is automatically executed when the dashboard is relaunched.

8. Click **Add** to add the parameter.

The parameter name appears in the parameters tab.

How to view instance parameters in the Performance Dashboard

1. In the Performance pane, click  and choose the performance dashboard to view. You can view the parameter and the instances in a drop-down list in the Performance pane.
2. Select the instances for which you want to visualize the performance metrics. In addition, the drop-down list contains the following options:
 - a. Select All - Click to select all instances.
 - b. Select None - Click to show no instances.



Note: After you save the dashboard, the instance selection is also saved. The drop-down list displays the previously selected instances when the dashboard is relaunched.

Default instance parameter selection

The following table describes the instance parameters that are selected by default when a performance dashboard is launched. You can select or deselect the instance parameters based on your requirement.

Scenario	Instance Parameter(s) Selected by Default
A new instance parameter is added.	First
An existing instance parameter is updated.	First
A parametrized dashboard is launched from a different CI and all the previously selected instances are available on the new CI.	All the previously selected instances
A parametrized dashboard is launched from a different CI and one or more previously selected instances are available on the new CI.	One or more previously selected instances that are available on the new CI
A parametrized dashboard is launched from a different CI and none of the previously selected instances are available on the new CI.	First

How to edit defined instance parameters

1. In the Performance pane, click  and choose the performance dashboard. The dashboard is displayed with the drop-down list containing the defined instance parameters.
2. Click .
3. In the Dashboard Settings page, click the Parameterization tab.
4. Click **Edit** and update the fields as required.
5. Click **Update**.

The chart is updated with the edited instance parameters.

Managing Performance Dashboards

This section provides information about the tasks related to managing performance dashboards.

["Launching a Performance Dashboard"](#)

["Saving a Performance Dashboard"](#)

["Exporting a Performance Dashboard"](#)

["Importing a Performance Dashboard"](#)

["Adding and Using Favorites"](#)

["Data Forwarding to Business Value Dashboard \(BVD\)"](#)

["Using the Date Range Panel to Visualize Time-Specific Data "](#)

[Using the Dashboard JSON](#)


[Deleting a Performance Dashboard](#)

Launching a Performance Dashboard

You can launch out-of-the box performance dashboards and the manually created dashboards. You can launch performance dashboards by using one of the following methods:

Using the Performance Perspective

To list the dashboards for a specific CI, follow these steps:

1. In the View Explorer pane, select **View**. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
2. In the View Explorer pane, you can choose a specific CI for which you want to view the performance dashboards.
3. In the Performance pane, click  to view the available dashboards for the selected CI.
4. Click the required performance dashboard. For example, you can click any out-of-the-box performance dashboard. In addition, you can search for a performance dashboard by specifying the title in the search option.

The performance dashboard appears in the Performance pane.

Note: You cannot delete the out-of-the-box performance dashboards. Hence, they do not have a delete option.

Using the Event Perspective tab

1. Click **Workspaces > Operations Console > Event Perspective**.
2. Click the event for which you want to view a performance dashboard in the **Event Browser** pane.
3. In the Actions pane, click **Show Performance Dashboard** to view the performance dashboard.

Using My Workspace

You can add OMi Performance Dashboard as a component to a My Workspace page by following these steps:


1. Click **New Page** button in the Page Management tool bar. You can add the OMi Performance Dashboard component to an existing page.
2. *Optional.* Click **Split** button. You can split the layout area into a number of vertical or horizontal panes.
3. Click **Add Component** icon. Double-click **Performance Dashboard** or drag it from the **Component Gallery** window to place it in one of the panes.

Alternatively, click **Component** button in the Page Management tool bar. Select **Performance Management > Performance Dashboard** from the component gallery and drag it to any area on the page.


4. *Optional.* Select **View Explorer** from the component gallery and drag it to any area on the page. You can get the CI information from other UI mashup components.

Saving a Performance Dashboard

To save a performance dashboard, follow these steps:

1. Click **Workspaces > Operations Console > Performance Perspective**.
2. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
3. In the Performance pane, click  to create a new performance dashboard.

For information about creating a performance dashboard, see "[Creating a Performance Dashboard](#)".



4. Click  to save the performance dashboard. The Save page appears with the following options:
 - a. **Save** - Click to save the performance dashboard.
 - b. **Cancel** - Click to cancel.
5. Specify the name of the performance dashboard and click **Save**.

A message appears stating that the performance dashboard is saved.

Saving a Copy of a Performance Dashboard


You can launch a performance dashboard and create a copy of the performance dashboard.

To save a copy of the performance dashboard, follow these steps:

1. Click **Workspaces > Operations Console > Performance Perspective**.
2. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
3. In the Performance pane, click  to view the available dashboards for the selected CI.
4. Click the required dashboard.
5. Click  and then click **Save As** to create a copy of the performance dashboard. The Save page appears with the following options:

- a. **Save** - Click to save the performance dashboard.
 - b. **Cancel** - Click to cancel.
6. Specify the name of the performance dashboard and click **Save**.

A message appears stating that the performance dashboard is saved.

Note: To mark the performance dashboard as default, click  > **Mark as Default**.

Saving a Performance Dashboard as PDF

You can save a performance dashboard in PDF format to review the dashboard content. The size of the generated PDF is 20" X 60". The PDF can include maximum 15 charts, with a height of 250 pixels each. The PDF includes details such as the name of the dashboard, the name of the CI from which it is launched, creation date and time, and the date range. The PDF does not include the following:

- Real-time and historical data icons in combined charts.
- Event overlay bubbles above the event lines.
- Blue background for dashboards with real-time charts.

Follow these steps to save a dashboard as PDF:

1. Launch a performance dashboard:

Workspaces > Operations Console > Performance Perspective.

2. Click  and then click **Print To PDF**.

If you are using Mozilla Firefox, clicking **Print To PDF** automatically saves the PDF to the Downloads folder of the browser.

If you are using Apple Safari, the PDF opens in the Performance Pane. Click the **Save** icon to save the PDF. Press cmd + [to go back to the dashboard view.


Note: To view the PDF in Apple Safari, ensure that Adobe PDF Viewer is integrated with the browser.

If you are using Internet Explorer, you get an option to either open or save the PDF. You can click **Save** to save the PDF.

Exporting a Performance Dashboard


You can export the performance dashboard to edit or review the performance dashboard content.

To export the performance dashboards, follow these steps:

1. In the View Explorer pane, select **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
2. In the Performance pane, click  to create a performance dashboard.

For information about creating a performance dashboard, see ["Creating a Performance Dashboard"](#)

To add content to the performance dashboard, see ["Editing Charts" on page 311](#)

3. In the Performance pane, click  and then click **Export Dashboard**. If you want to include the instances already existing in the performance dashboard, select **Include Instances**.

The performance dashboard is saved locally.

Note: If you are selecting a Microsoft Excel or a TSV graph, you must configure the browser settings to display Microsoft Excel and TSV files.

Importing Graph Templates


You can import graph templates from OMi Management Packs into OMi Performance Dashboard. This helps you visualize the performance metrics for a host of applications by using the OMi Performance Dashboard.

How to import graph templates

You can import graph templates to a new performance dashboard or to an existing performance dashboard. For information about creating a new performance dashboard, see ["Creating a Performance Dashboard" on page 310](#).

To import graph templates to an existing performance dashboard, follow these steps:

1. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.

2. In the View Explorer pane, you can choose a specific CI for which you want to view the performance dashboards.
3. Click  to view the available performance dashboards for a specific CI.
4. Click an item to view the performance dashboard. For example, you can click any out-of-the-box performance dashboards. In addition, you can search for a performance dashboard by specifying the title in the search option.

The performance dashboard appears in the Performance pane.


5. If you already have a graph chart in the performance dashboard, you can click the title of the graph chart and then click **Edit**. The graph options appear.

If you do not have a graph chart, you must configure the performance dashboard and add a graph chart. For more information, see ["Configuring Performance Dashboard" on page 320](#).

6. Click **Import Graph Template**. Navigate to the specific Management Pack and select the appropriate graph templates.
7. Click **Import**. The graph templates are imported to the performance dashboard.

Duplicating Charts

You can duplicate the charts within the performance dashboard. This feature enables you to create a copy of the chart which can be edited and customized easily.

1. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
2. In the View Explorer pane, you can choose a specific CI for which you want to view the dashboards.
3. Click  to view the available performance dashboards for a specific CI.
4. Click an item to view the performance dashboard. For example, you can click any out-of-the-box performance dashboard. In addition, you can search for a performance dashboard by specifying the title in the search option.

The performance dashboard appears in the Performance pane.


5. If you already have a chart in the performance dashboard, you can click the title of the chart and

then click **Duplicate**. A copy of the chart is created and added to the consequent row in the performance dashboard.

Importing a Performance Dashboard

You can import the performance dashboard by using the **Import** feature.

To import the performance dashboards, follow these steps:

1. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
2. In the Performance pane, click  and then click **Import**
3. Click **Browse** and select the performance dashboard that you want to import.
4. Click **Open**.


The performance dashboard is imported successfully.

5. Click **Save** to save the imported dashboard.

Sharing a Performance Dashboard

You can share the URL of dashboard or charts (graph, single value, text, pie, table, and process table) and embed in My Workspace page or any UI mashup page. This feature helps you to quickly and easily share performance dashboards or charts.

How to Share a Performance Dashboard

1. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
2. In the View Explorer pane, you can choose a specific CI for which you want to view the dashboards.
3. Click  to view the available dashboards for a specific CI.
4. Click an item to view the performance dashboard. For example, you can click any out-of-the-box

performance dashboards. In addition, you can search for a performance dashboard by specifying the title in the search option.

The performance dashboard appears in the Performance pane.

5. If you already have a graph chart in the performance dashboard, you can click the **title of the chart** and then click **Share**. The following options appear:
 - Current Time Range - Uses the current time range when the performance dashboard is shared using the URL. If this option is not selected, you can share the performance dashboard with the time-range that was already saved.
 - Current Chart Only - Displays only the current chart when the performance dashboard is shared using the URL. If you do not select this option, then the performance dashboard will contain all charts.
 - Include Parameters - Displays the existing parameters when the performance dashboard is shared using the URL. If you do not select this option, the parameters are not included. If the chart does not contain any parameters, then this setting is not applicable.

You can choose the required options and copy and share the performance dashboard URL.

If you have created a performance dashboard and do not have a chart, you must configure the performance dashboard and add a chart. For more information, see "[Configuring Performance Dashboard](#)" on page 320.

Adding and Using Favorites

The Favorites feature helps you to quickly visualize the performance metrics of frequently monitored CIs. The Favorites comprises group of charts from different CIs. For example, if you are monitoring CIs - A and B, and you want to visualize the CPU utilization in the form of a graph for the first CI and the CPU Percentage breakdown in the form of a table for the other CI. You can add the charts - graphs and table from specific CIs to the Favorites for faster visualization of performance data.

By default, there is a **My Favorite** that is available. You can add any number of user-defined Favorites for quick visualization of performance metrics from different CIs. The default My Favorite is available for all the users and is user-specific. Each user can see the charts that they have added.

You can also add CI Comparison graphs to Favorites.

In addition, as a user, you can share user-defined favorites as public favorites with other users by using the **Share as Public** option. Using the **Share as Public** option, the Favorites created by one user can be made available to other users as read only. The other users can only view the public favorites but cannot modify the public favorites created by the owners.

Note: **Share as Public** option is available only for users with Design Graphs permissions.



Use Case: Consider a scenario where as an Administrator you want to see the performance of all business critical servers and applications from a single Performance Dashboard. You do not want to view different Performance Dashboards to visualize this information. You can view the performance metrics for business critical servers in a single Performance Dashboard using the Favorites feature.

How to add Favorites and create user-defined Favorites

1. In the View Explorer pane, select the View from the drop-down list. For example, you can select **System_Infrastructure** to view the CIs associated with this view.


2. In the View Explorer pane, click the CI for which you want to open a Performance Dashboard.

You can also select two or more CIs to launch a CI Comparison dashboard and add a chart on the dashboard to a Favorite. For more information about using CI Comparison dashboards, see "[CI Comparison](#)" on page 341.

3. In the Performance pane, click  and click the Performance Dashboard or the CI Comparison dashboard.
4. In the Performance pane, click the title of the chart and then click **Add to Favorite**. The Favorite appears with the selection options. You can add the Favorite to the default Performance Dashboard, user-defined Favorite or create new user-defined Favorite. To create a new user-defined Favorite, follow these steps:
 - a. Click  to create a user defined Favorite
 - b. Specify the name for the user-defined Favorite
5. Click **Save**.



Note: You can perform the same steps for adding other Favorite charts. You cannot add favorites that are marked as public and read only.

How to view Favorites

In the Performance pane, click  and then click **My Sample Favorite** or user-defined Favorites to view the Favorite charts. For example, you can click **My Favorite** to view the Favorite charts. The **My Sample Favorite** appears with the frequently used CIs.

How to delete Favorites


In the Performance pane, click . The list of Performance Dashboards and Favorites appear.

1. You can hover over the Favorite you want to delete and click . For example, you can hover over **My Sample Favorite** and click .
2. Click **Yes**. A message appears stating that the Favorite is deleted.

Note: You cannot delete the out-of-the box default Favorite - **My Favorite**. You can delete the public favorites created by you. You cannot delete **public favorites** created by the owners.

How to create Public Favorites


As a user, you can view the public favorites but cannot modify the public favorites created by the owners.

1. In the View Explorer pane, select the View from the drop-down list. For example, you can select System_Infrastructure to view the CIs associated with this view.
2. In the View Explorer pane, click the CI for which you want to create a Performance Dashboard.
3. In the Performance pane, click  and click any of the favorite to view.
4. In the Performance pane, click **Save**. The Save page appears and select the option **Share as Public**. This option enables all users to view the favorites created by you. If you do not select this option, the favorites will not be available for all users. The other users cannot modify or save public favorites created by you.

Note: The Share as Public option does not appear for the default My Favorite.


How to view Public Favorites

As a user, you can view the favorites created by other users that are marked as **public**. The public favorites are read only.

In the Performance pane, click  and click the Favorites that are marked as public. For example, you can click **Sample (public)**. The public favorite appears and is read only. You can modify the public favorites but cannot save the public favorites created by the owners.

How to customize Favorites

You can customize the favorites by modifying the settings such as the title of the favorite, auto-refresh interval, and so on. Follow these steps:



1. Launch the favorite dashboard that you want to customize.
2. In the Performance Pane, click  **Configure Dashboard**. The **Dashboard Settings** page appears.
3. Edit the required settings in the General and Features tabs. For more information about dashboard settings, see "[Configuring Performance Dashboard](#)" on page 290.

Data Forwarding to Business Value Dashboard (BVD)

OMi Performance Dashboard supports integration with Business Value Dashboard (BVD). The critical performance metrics from different data sources is forwarded from OMi Performance Dashboard to BVD. The performance metrics can be visualized in BVD. This option is available only with the Favorite feature.

Before enabling data forwarding to BVD, you must add your BVD connection as Connected Server. For more information, see "Connected Servers" in the *OMi Administration Guide*.

How to forward data to BVD

1. In the View Explorer, select a view and then the CI for which you want to enable data forwarding.
2. In the Performance pane, click  and open a favorite. Click  and select **Share as Public** and click **Save**.

To forward data from OMi Performance Dashboard to BVD you must perform specific steps in the BVD UI. For more information, see the *BVD documentation*.



Using the Date Range Panel to Visualize Time-Specific Data

You can use the date range panel to visualize performance data for specific date and time range. You can use the date range panel to perform the following operations:

- Use the slider and choose the specific date range and time range within the specified start date and end date.
- Use the custom range option to choose the start date and end date from calendar for visualizing custom time-specific data.
- Select relative time options for visualizing data. You can choose relative time options such as last 5 minutes, last 1 hour, and so on.

Note: To visualize time-specific data, you can use either date range panel or real-time. If you are using date range panel to visualize data, the real-time option is disabled.

To perform these operations using the date range panel, follow these steps:

1. In the View Explorer pane, select the View from the drop-down list. For example, you can select System_Infrastructure to view the CIs associated with this view.
2. In the View Explorer pane, click the CI for which you want to open a performance dashboard and use the date range panel.
3. In the Performance Pane, click  and click any of the performance dashboard to view the performance dashboard. For example, you can click any out-of-the-box performance dashboard to view the content.
4. Click  to view the date range panel.
5. You can use the slider to view the performance data for a specific date range and time range within the specified Start Date and End Date. You can drag the slider and choose the specific date range and time range.
6. You can select the drop down to view the different options that are available. To choose the custom options (start date, end date, and specific time periods) follow these steps:
 - a. You can choose the date period by specifying the **Start Date** and **End Date**. For example, you can choose October 2nd, 2015 as the Start Date and October 3rd, 2015 as the End Date for

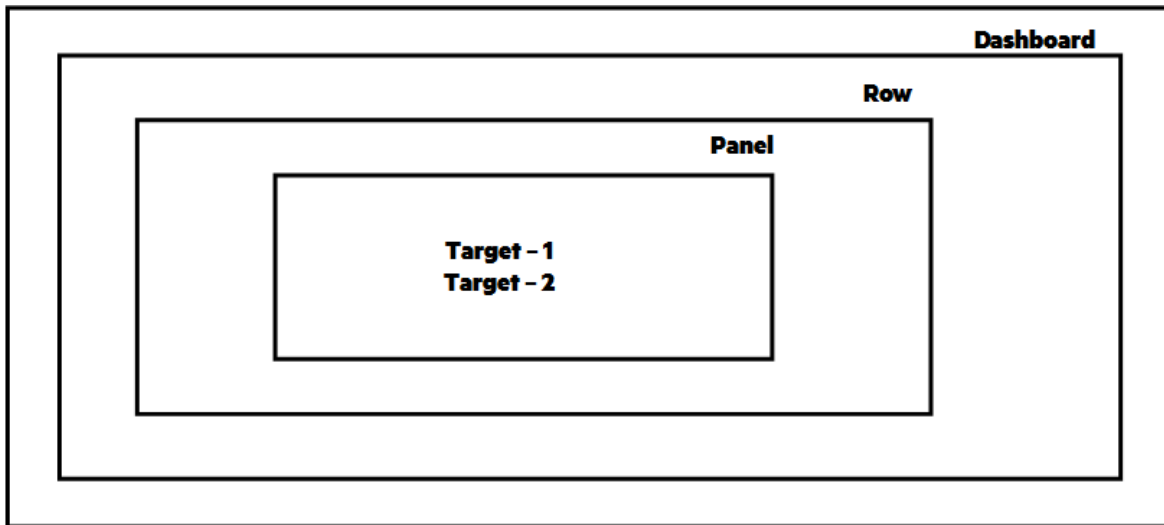
- visualizing time-specific data.
- b. You can also choose the time line for the already specified dates.
 - c. Click **Apply** to make the changes. The date range and time range changes then appears in the slider.
 - d. You can now use the slider and choose the date range and time range within the specified start date and end date. The performance dashboard is visualized according to the selection.
7. You can also use the drop down to choose the relative time for data visualization. For example, you can click last 5 minutes or last 1 hour and so on. The performance dashboard is visualized according to the relative time selection.

Using the Dashboard JSON

You can use the Dashboard JSON to view the metadata or attributes of the performance dashboard. For example, you can use the Dashboard JSON to review the metric names.

Sample Dashboard JSON

The following image provides information about the structure of performance dashboard JSON.



Dashboard JSON

The performance dashboard JSON contains the following attributes:

Element	Attribute	Description
Row	Title	You can specify the title of the row.
	Height	You can specify the height of the row.
Charts	Title	You can specify the title of the chart.
	Span	You can specify the width of the chart ranging from 1-12.
Targets	Data Source	You can specify the data source.
	Class Name	You can specify the class name.
	Metric	You can specify the metric name.
	Instance	You can specify the instance name.


Deleting a Performance Dashboard

You can delete the manually created performance dashboards. However, you cannot delete the out-of-the-box performance dashboards.

To delete performance dashboards, follow these steps:

1. In the View Explorer pane, select the **View** and then select the CI.

For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.

2. In the Performance pane, click  to view the existing performance dashboards.
3. Navigate to the performance dashboard and select **Delete**.
4. Click **Yes** to confirm the deletion.

A message appears stating the performance dashboard is deleted.

Visualizing Real-time

Real-time feature helps you to visualize real-time data in the performance dashboard. You can switch from historical data to real-time data quickly. By default, the real-time data is available for 30 minutes time range. In addition, you can define the time range for visualizing the real-time data. The real-time


data is auto refreshed every 5 seconds. If you enable real-time, then the time-specific data chosen using Date Range Panel is overwritten with the real-time data in the performance dashboard. If you disable real-time, then the time-specific data chosen using the Date Range Panel is available in the performance dashboard. By default, when you select real-time the real-time data appears in the performance dashboard with a blue background. The real-time feature is available only for the following data sources:

- Operations Agent
- SiteScope


Note: As soon as you enable real-time, you can view the historical data for last 15 minutes in the real-time graph. Currently this is supported for OpsBridge data store only. For Operations Agent and SiteScope, the graphing starts only after you enable real-time.

How to enable or disable Real-time view

You must create or open an existing performance dashboard and then you can enable or disable real-time data visualization. To enable or disable real-time data visualization, follow these steps:

1. In the View Explorer pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
2. In the View Explorer pane, you can choose a specific CI for which you want to view the dashboards.
3. Click  to view the available performance dashboards for the selected CI.
4. Click a performance dashboard. For example, you can click any out-of-the-box performance dashboard.

The performance dashboard appears in the Performance pane.

5. In the Performance pane, click . By selecting real-time, you are enabling real-time data visualization in the performance dashboard. If you cancel the selection, the real-time data is no longer displayed and it rolls back to the previous settings that were chosen using the date range panel.

The real-time data is now visualized in the performance dashboard.

Configuring SiteScope for Real-time

SiteScope version 11.22 and above is supported for real-time.

To get the real-time data from SiteScope, follow these steps:

1. Go to SiteScope Server UI
2. Click **Preferences Option > Search Filter/Tag**.
3. Click **New Tag**. Specify the Tag Name. For example, you can specify PMiDefault.
4. Click **New for Values**. Type the value name and value description. For example, you can specify PMiDefault as the value name and value description.
5. Click **OK** and then click **Monitors**. Select a group or specific monitor for which you want real-time data and click **Properties** and then click **Search/Filter tag**.
6. Select the tag that was created and click **Save**.
7. Go to **Preferences > Integration Preferences**.
8. Click **New** and select **Data Integration** and specify the following details:
 - a. Type the name. For example, you can specify name as PMiDefault.
 - b. Type the Receiver URL as **http://<OMi_GateWay_Server_host_name>/OVPM/rest/SiteScopeDataReceiver**.
 - c. Type the Encoding as UTF-8.
 - d. Type the Reporting Interval as 15 seconds.
 - e. Type the Time Synchronization Interval as 10 minutes.
 - f. Select GZIP compression only.
 - g. Web Server Security Settings - Type the username and password of the OMi server UI if the server is configured to use basic authentication. Otherwise, leave it blank.
 - h. Reporting Tags - Select the tag that was newly created and click **OK**.

For more information about configuring SiteScope for real-time, see SiteScope Help.

Configuring Operations Agent for RTM

If you are using Operations Agent version 11.x, then RTMD services should be running in the Operations Agent. If you are using Operations Agent version 12.00, HPCS should be running in the Operations Agent. For more information, see the *Operations Agent* documentation.


Using Real-time and Historical Data Combined View

OMi Performance Dashboard provides you an option to view the real time and historical data simultaneously. You can view the combined data for one or more graphs on the dashboard. The options


such as **Maximize**, **Edit**, and **Share** are not available in real-time and historical combined view.

Note: The real-time and historical data combined view is supported only for graphs. It is not supported for other types of charts such as single value charts, pie charts, and table charts.

How to view real-time and historical combined data




1. Click **Workspaces > Operations Console > Performance Perspective**.
2. In the **View Explorer** pane, select the **View** and then select the CI. For example, you can select System_Infrastructure and view the CIs related to System_Infrastructure.
3. In the **View Explorer** pane, choose a specific CI for which you want to view the dashboards.
4. In the Performance pane, click  to view the available performance dashboards for the selected CI and select a dashboard.

The performance dashboard appears in the Performance pane.

5. Click  on the top right of a graph to view the real-time data.

The real-time graph is displayed alongside the historical graph. The real-time chart shows the data for last 15 minutes and is refreshed after every 5 seconds.

Repeat this step on all the graphs for which you want to view the combined data.

6. *Optional.* Click  on the top right of a graph to view only the historical graph.
7. *Optional.* Click  to specify date and time range for a historic graph. The date and time range has no impact on the real-time graphs.
8. *Optional.* Click  to save the dashboard.

CI Comparison

The CI Comparison feature enables users to compare metrics of different CIs that belong to similar CITs and evaluate the comparative performance of these CIs. You can draw graphs for visualizing the CI Comparison dashboards. The CI Comparison dashboards are mapped to the first parent CIT of the selected CIs. In the CI Comparison mode, that is, when you select two or more CIs in the View Explorer pane, you can view the CI Comparison dashboards. If you select a single CI, you are automatically switched to the normal mode. In the normal mode, you can view the Performance Dashboards that are created for the CI.


Consider an environment which contains several CIs that belong to similar CITs and you want to compare CIs that have performance issues. You can compare one or more metrics such as CPU, memory, disk, network and so on. The CI Comparison by metric enables you to drill down, investigate, and take actions to address the performance issues. You can also view the real-time and historical data for a CI comparison dashboard simultaneously. For more information, see ["Using Real-time and Historical Data Combined View" on page 340](#).

Note: Instance Parameterization is supported for CI Comparison. However, Event Overlay is not supported.

How to create a CI Comparison dashboard

1. Click **Workspaces > Performance Perspective**.
2. In the View Explorer pane, select the **View** from the drop-down list. For example, you can select **System_Infrastructure** to view the CIs associated with this view.
3. In the View Explorer pane, use **Ctrl** key and select at least two CIs for which you want to create CI Comparison dashboard.
4. In the Performance pane, click **Create New**. The CI Comparison dashboard page appears.
5. In the Performance pane, click the title of the graph to edit. The following options are available:
 - Maximize - To maximize and display only the graph.
 - Edit - To edit the graph. You can use this option to define the metrics, axis, grid, and display styles.
 - Duplicate - To create a duplicate of the graph.
 - Share - To share the graph. For more information, see ["Sharing a Performance Dashboard" on page 331](#).
 - Add to Favorite - To add the graph to an existing Favorite or a new Favorite. For more information, see ["Adding and Using Favorites" on page 332](#).

Note: The list of **Favorites** is not displayed in CI Comparison dashboard mode; only **Standard Dashboards** and **Custom Dashboards** are displayed. To view Favorites,

select a CI in the View Explorer pane and click  in the Performance pane.

Note: You can draw only one graph for each chart.

6. To specify the metrics, click **Edit**. In the **metrics** tab, specify the Data Source, Class Name, Metric Name, and Instance Name from the drop-down list.

Note: The **Data Source**, **Class Name**, and **Metric Name** drop-down lists display the data source, classes, and metrics from the first selected CI (Referred CI). However, the **Instance Name** drop-down list displays a consolidated list of instances from all the selected CIs.


Note: The query editor does not contain options to add metric, hide metric and so on.

7. In the **Axis & Grid** tab, you can you can define a host of attributes such as axis, grid, range, legend to customize the CI Comparison dashboard.

The preview of CI Comparison dashboard appears on top of the page.

8. Click **Back to Dashboard**.

The CI Comparison dashboard displays the comparative metric visualization of the selected CIs.


9. In the Selected CI pane, you can view the label color for the chosen CIs. You can select or deselect the CIs and visualize the dashboard for specific CIs.
10. To save the CI Comparison dashboard, click . Specify a name for the CI comparison dashboard and click **Save**.

How to edit CI Comparison dashboards

Follow these steps to edit an existing CI Comparison dashboard or add a new CI to the dashboard.

1. Click **Workspaces > Performance Perspective**.
2. In the **View Explorer** pane, select the **View** from the drop-down list. For example, you can select **System_Infrastructure** to view the CIs associated with this view.
3. In the **View Explorer** pane, use **Ctrl** key and select at least two CIs for which you want to view an existing CI Comparison dashboard. Depending on the CI selected, the CI Comparison dashboards are loaded.

Note: You must select two or more CIs to view the CI comparison dashboards. If more than five CI Comparison dashboards are created, the dashboards are displayed in a drop-down list.

4. Choose the CI comparison dashboard from the drop-down list. The CI Comparison dashboard appears. If you want to select another CI Comparison dashboard, click  and select the dashboard.
5. To add a CI to the CI Comparison dashboard, select the new CI in View Explorer pane.

In the Selected CI pane, the new CI is added to the existing list of CIs. The new CI is appended with a label color.

6. In the Selected CI pane, you can enable or disable by selecting or deselecting the CI. The CI comparison dashboard is updated accordingly. You can drill down to a specific CI by choosing the CI from the selected CIs.

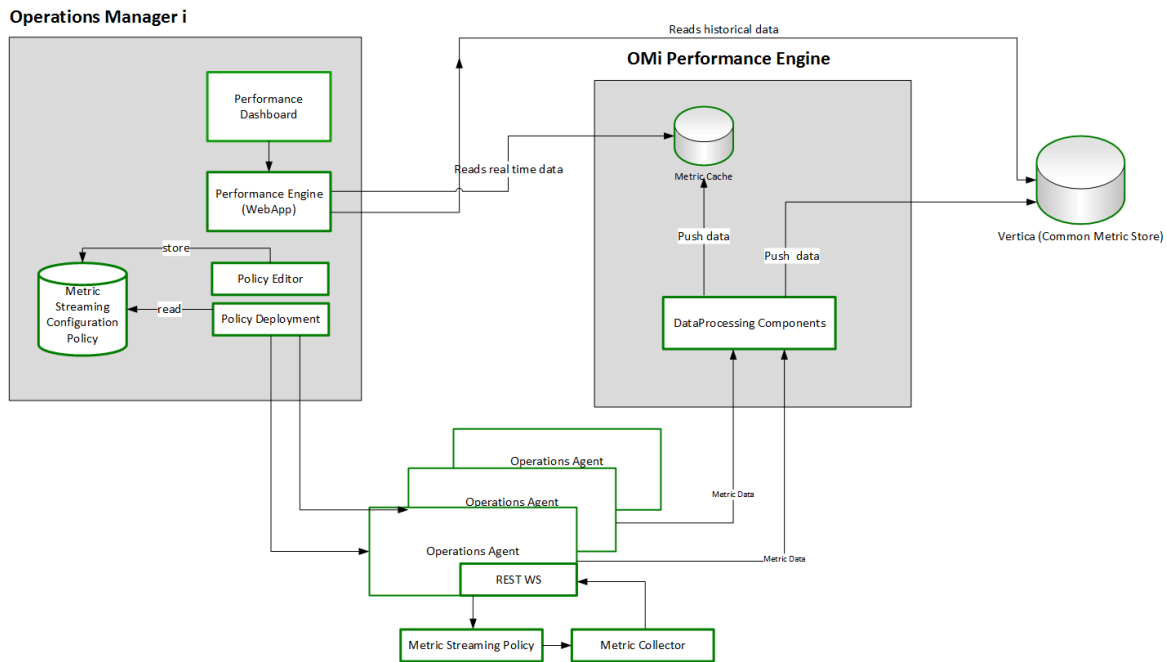
Work Flow - Metric Streaming and Visualization of System and Custom Application Metrics

This section provides step-by-step information about metric streaming and visualization for system and custom application metrics in a large scale environment. The end to end work flow comprises several components that work together to provide metric streaming and visualization of system as well as custom application metrics.

The metric streaming configuration policy is defined in Operations Manager i and deployed to the managed node. Operations Agent streams the metric data to OMi Performance Engine which acts as the central store for storing and analyzing metrics in a large scale environment. The custom application metrics are streamed at short collection intervals from the node. OMi Performance Dashboard reads the metric data from OMi Performance Engine and visualizes the custom application metrics in the performance dashboard.

The work flow provides the following functionalities:

- UI based configuration of custom metrics data collection.
- Out-of-the-box content for real-time data streaming
- Real-time graphing of custom metrics in large scale environment
- Optional configuration of new or existing Vertica database for storing and retrieving historical data



Prerequisites

To visualize custom metrics in a large scale environment, you must install and configure the following components:

Component	Version
Operations Manager i (includes OMi Performance Dashboard)	10.11 or later
Operations Agent or Operations Connector	12.01 or later 10.11 or later
OMi Performance Engine	10.11 or later
Depending on your requirement, you can install any of the following OMi Management Packs:	2.00 or later
<ul style="list-style-type: none"> OMi Management Pack for Docker OMi Management Pack for Amazon Web Services OMi Management Pack for Microsoft Azure 	1.20 or later 1.10 or later

Component	Version
<ul style="list-style-type: none">• OMi Management Pack for Microsoft Exchange	1.01 or later

Note: Real-time Custom Metrics and limited System Performance metrics are available without the RT license. The System Performance metrics are available for the classes -- **GLOBAL**, **APPLICATION**, **PROCESS**, **CPU**, **NETIF** (*_HIGH, *_CUM metrics will not be available).

Visualizing Custom Application Metrics for Docker Application

Use Case: Consider an environment in which you want to visualize the streaming of custom application metrics for Docker applications in the OMi Performance Dashboard. To visualize custom application metrics, follow these tasks:


Task 1: Adding nodes to OMi console

Note: If the node already exists in RTSM, you can skip this step and proceed to Task 2.

Before you begin monitoring, you must add the nodes to the OMi console.

1. Open the Monitored Nodes pane from the Operations Console screen:

Administration > Setup and Maintenance > Monitored Nodes




2. In the Node Views pane, select **Predefined Node Filters > Monitored Nodes**, click  and then select **Computer > <Select the relevant OS type>**. The Create New Monitored Nodes dialog box appears.
3. Specify the Primary DNS Name, IP Address, Operating System, and Processor Architecture of the node, and then click **OK**.

The newly created node is saved as a Configuration Item (CI) instance in RTSM.

Note: The node with Operations Agent needs to be activated on the OMi Server and certificate must be granted. For more information, see Operations Agent documentation.

Task 2: Deploying discovery aspect

To discover the Docker CIs, deploy the Docker Discovery Aspect by following these steps:

1. Open Management Templates & Aspects pane:
Click **Administration > Monitoring > Management Templates & Aspects**
 2. In the Configuration Folders pane:
Click **Configuration Folders > Infrastructure Management > Docker > Docker Discovery Aspect**
 3. Click  **Assign and Deploy Item**.
 4. In the **Configuration Item** tab, select the Computer CI where the application is installed and click **Next** to go to **Required Parameters**. You can select multiple items by holding down the **CTRL** or **SHIFT** key while selecting the parameters.
 5. In the **Required Parameters** tab, click **Next**.
 6. *Optional*. In the **Parameter Summary** tab, you can edit the default value of any parameter. To change the default values of the parameters, you can select the parameter and then click . The Edit Parameter window opens. Click **Value**, specify the value, and then click **OK**.
- Note:** In the **Parameter Summary** tab, you can override the default values of any parameter. You can specify a value for each parameter at the Aspect level. By default, parameters defined as expert parameters are not displayed. To display expert parameters, click  **Show Expert Parameters**.
7. *Optional*. In the **Configure Options** tab, if you do not want to enable the assignment immediately, clear the **Enable Assignment(s)** check box.
 8. Click **Finish**.

Note: If Docker Discovery Aspect is deleted from the managed node, as a result CIs for this node are also deleted from the RTSM. Other Aspects assignments are also deleted. To restore the node CIs, you must restart `opcmsga` service on the managed node by using the following command:

```
ovc -restart opcmsga
```

Task 3: Deploy the Docker Monitoring Aspects

You can follow steps similar to Task 3 to deploy the following Aspects in the same order:

1. Docker Collector Aspect
2. Docker Availability Aspect
3. Docker Performance Aspect


Note: If you are using any other OMi Management Pack, ensure that you deploy all the Aspects.

Note: You can modify the parameter value of any Aspect for tuning the monitoring after the deployment using the **Assignments & Tuning** pane (**Administration > Monitoring > Assignments & Tuning**).

Task 4: Specify the Infrastructure Settings







You need to check if the Infrastructure Settings are defined for OMi Performance Engine. If the Infrastructure Settings are not defined, you can define these settings.

Note: You need to specify the infrastructure settings only once.

1. In the OMi console, click **Administration > Setup and Maintenance > Infrastructure Settings**.
2. In the Infrastructure Settings page, select the **Applications** context.
3. Select the **Performance Engine** as the specific context from the drop-down list.
4. The Performance Engine Node Infrastructure Setting is displayed. Click .
5. You can use this parameter to configure the Performance Engine Node details from which OMi Performance Dashboard must request real time data. In case of the Cluster mode of Performance Engine Deployment, specify the Load balancer host information. By default, the port number is 7387. For example, you can specify `http://<PE HostName>:7387`
6. You can specify the value as `http://<PE HostName>:<Port Number>` and click **Save**. Alternatively, select **Restore Default** and **Save**, to reset the defaults values.

Task 5: Define the metric streaming configuration policy

1. In the OMi console, click **Administration > Monitoring > Policy Templates**.
2. In the Policy Template Groups pane, select **Policy Management > Templates grouped by type > Configuration**.
3. Click the **Metric Streaming Configuration** folder, and then do one of the following:

- Add a new policy template: in the Policy Templates pane, click the  **New Item** button, and then click the  **Add New Policy Template...** or  **Add New Policy Template (Raw Mode)** button.
- Edit an existing policy template: in the Policy Templates pane, click the  **Edit Item** button, and then click the  **Edit Policy Template** or  **Edit Policy Template (Raw Mode)** button. The Metric Streaming Configuration Policy Editor opens.
- Open the Metric Streaming Configuration Policy Editor. In the Properties section, enter a **Display Name** for the policy.

Optional. Change the policy version (**Version**), provide a description of the policy (**Description**), enter information about the policy changes (**Change Log**), and select the operating systems with which the policy is compatible (**OS Types**).

- In the Metrics section, choose the host name of the Operations Agent or Operations Connector from which you want to collect metrics data. Click **Load Metric Definitions** to get a list of all available metrics associated with that Operations Agent or Operations Connector. From the displayed list, select the metrics you want to include in the policy and stream to OMi Performance Engine and OMi Performance Dashboard. If you want to remove all unselected metrics from the list, click **Remove Unselected**. Unselected metrics and instances are excluded from the policy.

You can repeat this step to include metrics from different agents.

Optional. Click **+Add Child** next to Metrics to add another data source. Specify the following information:

Data Source	Name of the data source from which the metrics data is collected.
Collector	<i>Optional.</i> Name of the Operations Agent or Operations Connector that collects the metrics data.

Collector Executable	<i>Optional.</i> Specifies how the metric collection is done by the collector (for example which file is used by Operations Agent or Operations Connector).
Collection Interval	Interval (in minutes or seconds) at which metrics are collected and streamed to the endpoint.
Metric Class	Name of the class to which the metric belongs.
Original Metric Name	<i>Optional.</i> Original name of the metric when retrieved by a third party domain manager.
Instances	Include either all instances or specific instances.
Metric Name	Name of the metric.


Optional. Click **+** on the metric class level to add an instance of the metric.

- In the Target Endpoint section, if you have correctly set up the OMi Performance Engine, the URL is automatically retrieved from the Performance Engine server. You must ensure the URL appears in the Target Endpoint.
- Click **Save and Close** to save the policy template and exit the editor.

Task 6: Deploy the metric streaming configuration policy


1. In the OMi console, open the Policy Templates manager:

Administration > Monitoring > Policy Templates

2. In the Policy Template Groups pane, expand the tree and navigate to the policy template that you want to deploy.
3. In the Policy Templates pane, select the policy template that you want to deploy and click the  button. The *Assign and Deploy* wizard opens.

Note: The Assign and Deploy button is grayed out if the policy template contains a stub instrumentation. Upload the instrumentation by using the Content Manager.

4. In the Configuration Item page, click the configuration item to which you want to assign the policy template, and then click **Next**.
5. Specify a value for each parameter:

To change a parameter, double-click it, or select it in the list and click  **Edit**.

- For standard parameters, the Edit Parameter dialog opens.

To set a specific default parameter value, specify **Value** in the range that is valid for this parameter. This value overrides any default values defined in the configuration object.

To use the default value from the configuration object, select **Use Default Value**.

- For instance parameters, the Edit Instance Parameter dialog opens.

Add instance values and specify dependent parameter values for each instance value.

Click **OK**. Click **Next**.


6. *Optional*. In the step Configure Options, clear the **Enable Assignment(s)** check box if you do not want to enable the assignment immediately. You can enable the assignment later using the Assignments & Tuning manager.

7. Click **Finish**. OMi creates deployment jobs, which deploy the policy template to the nodes.

After a policy template has been deployed, the OMi server specified in the **Default Virtual Gateway Server for Data Collectors URL** infrastructure setting becomes the owner of the policy on the node.

Task 7: Launching and viewing real-time metrics in the OMi Performance Dashboard

By default, out of the box performance dashboards are available for OMi MP for Docker. To launch the performance dashboard for Docker CI, follow these steps:

1. In OMi console, click **Workspaces > Operations Console > Performance Perspective**
2. In the View Explorer pane, select **View**. For example, you can select Docker_Topology for Docker Applications.
3. In the View Explorer pane, you can choose a Docker Container CI for which you want to view the performance dashboard.
4. In the Performance pane, click  to view the performance dashboard for Docker CI
5. Click an item to view the performance dashboard. In addition, you can search for a performance dashboard by specifying the title in the search option.

The performance dashboard appears in the Performance pane. You can now visualize the Docker custom application metrics in the performance dashboard.

Data Sources

OMi Performance Dashboard supports the following data sources:

- Operations Agent
- SiteScope
- Operations Connector
- OpsBridge Store
- Application Performance Management (APM)
- Cloud Optimizer

The data sources continuously collect data about the monitored elements and store it in the data store for future use. The Performance Dashboard enables you to visualize this historical data stored in the persistent data stores.

OMi Performance Dashboard validates the data source set for the **Monitored By** property in RTSM and queries data only from the listed data sources.

If the **Monitored By** property for a CI is OM and/or BSMC:<CONNECTED_SERVER_NAME>, Performance Dashboard checks the PE endpoint status by querying the following REST URL:

```
http://<OMi_Gateway_server>/PE/rest/1.0/admin/endpoint
```

The status "Success" implies that the CI is monitored by the Performance Engine. Accordingly, OpsBridge Store, i.e. the data store provided by Performance Engine is listed as the data source in the Performance Dashboard.

For the CIs that are monitored by Operations Agent, the data source listing is also based on the **Operations Agent as Default Data Source** setting in Infrastructure Settings page.

The following table explains how the data sources are listed in Performance Dashboard based on the **Monitored By** and **Operations Agent as Default Data Source** attributes.

Monitored By Property	Operations Agent as Default Data Source	Data Source (s) Listed
OM	false	Operations Agent
OM	true	Operations Agent
SiteScope	false	SiteScope
SiteScope	true	SiteScope and Operations Agent
-(blank)	false	None
-(blank)	true	Operations Agent

How to include Operations Agent as a data source for all monitored CIs

You can include Operations Agent a data source for all monitored CIs if you are using Operations Agent to monitor the CIs in your environment.

1. Go to **Administration > Setup and Maintenance > Infrastructure Settings**.
2. Select **Performance Dashboard** from the **Applications** drop-down list.
3. Under Performance Dashboard - Settings, set the value of **Default Data Source** to **true**.

Note: If the value is true, Operations Agent data is graphed on the Performance Dashboard even if the “Monitored by” property for the node CI is not “OM”. If the value is false, data from the Operations Agent will be graphed only if the “Monitored By” property of the node CI is “OM”.

Metrics

A metric is a measurement that gives an indication of the operational health and performance of a resource. It is a parameter or a set of parameters that can be used to monitor and measure the health, performance, and availability of a monitored resource.

OMi Performance Dashboard enables you to visualize this data in several formats such as graphs, tables, and so on. A performance dashboard consists of data points available for the selected metrics. A metric class is a set of related metrics grouped together based on the type of data it reports.

The metric values collected by the Operations Agent and Performance Agent provide information about the monitored systems: processes, applications, transactions, CPU, file system, disk, network interface, and logical systems. These details indicate operational efficiency and health of the monitored

system. In addition, various Smart Plug-ins (SPIs) supplement these agents to provide in-depth information about different applications running on these managed systems.

SiteScope collects metrics from different systems without the help of the agent software. Metric values collected by SiteScope provides information on the server health, availability of a URL, Web service, database, or application servers. These collected parameters indicate the availability and performance of the IT infrastructure.

Operations Connector integrates data collected by third-party systems (typically, enterprise management systems) in OMi. The metrics collected by Operations Connector provide information about the systems and applications monitored by the third-party software.

For details, see the *OMi Integrations Guide*.

Troubleshooting OMi Performance Dashboard

This section provides information about tracing, log files, and troubleshooting scenarios for OMi Performance Dashboard.

Tracing

You can enable tracing to troubleshoot OMi Performance Dashboard. To enable OMi Performance Dashboard log level to Debug or Trace in `log4j.properties`, go to the following locations:

Windows: `%TOPAZ_HOME%\conf\core\Tools\log4j\pmi\log4j.properties`

Linux: `$TOPAZ_HOME/conf/core/Tools/log4j/pmi/log4j.properties`

You must set all `log4j.category` to `DEBUG` or `TRACE`

Log Files

The OMi Performance Dashboard and BVD log files are available at the following locations:

OMi Performance Dashboard

Windows: `%TOPAZ_HOME%\log\pmi\pmi.log`

Linux: `$TOPAZ_HOME/log/pmi/pmi.log`

BVD

To check the logfiles related to integration of OMi Performance Dashboard with BVD, check the following locations:

Windows: %TOPAZ_HOME%\log\pmi\bvd.log

Linux: \$TOPAZ_HOME/log/pmi/bvd.log

Troubleshooting Scenarios

Event Overlay does not work correctly

Problem: Events do not appear in the graph charts.

Solution: To resolve this problem, you must zoom in and check the events. It could be possible that the events are overlapping.

Real Time Graphing displays error message

Problem: Real Time graphing displays error message stating No data found error.... in OMi Performance Dashboard.

Solution: To resolve this problem, follow these steps:

For Operations Agent version 12 CIs:

1. Check if HPCS is running by using the URL: `http://<systemname:portno>/hpcs/lwistatus`
For example, `http://hostname1:383/hpcs/lwistatus`
2. Check if data is loaded from the system by running the URL:
`http://<systemname:portnumber>/hpcs/v2/Metrics/all` For example,
`http://hostname1:383/hpcs/v2/Metrics/all`
3. If HPCS is not running, start the HPCS service using the following command:

```
# ovc -restart hpsensor
```
4. Check if the **HP Ops OS Inst to Realtime Inst LTU** license is enabled

```
oalicense -get -all
```
5. If the **HP Ops OS Inst to Realtime Inst LTU** license is not enWabled, you can enable Compute

sensor license on the CI using the following command:

```
# oalicense -set -type PERMANENT "HP Ops OS Inst to Realtime Inst LTU
```

6. Restart HPCS service using the following command:

```
# ovc -restart hpsensor
```

For Operations Agent version 11 CIs:

1. Check if the **HP Ops OS Inst to Realtime Inst LTU** license is enabled by running the following command:

```
oalicense -get -all
```

2. If **HP Ops OS Inst to Realtime Inst LTU** license is not enabled, enable RTM license on the CI using the following command.

```
# oalicense -set -type PERMANENT "HP Ops OS Inst to Realtime Inst LTU
```

The LTU is set successfully

3. Restart `perfd` component and `rtmd` component.
4. Check if the RTM component of Operations Agent is running on the node.
5. Check `perfd` and `rtmd` are running on the node.
6. If the components are not running, start the `perfd` component and `rtmd` component on the node.

Real -Time graphing for Operations Agent data is not updated every 5 seconds

Problem: Real Time graphing in Performance Dashboard is not updated every 5 seconds for Operations Agent version 12.x CIs.

Solution: To resolve this problem, perform these steps on the Operations Agent node:



1. Locate the `hpcs.conf` file:

```
Windows - %OVDATADIR%\hpcs\hpcs.conf
```

```
Linux - /var/opt/OV/hpcs/hpcs.conf
```

2. Change `collection_interval` value (in seconds) to **5** and save the file.
3. Restart the `hpsensor` service using the following command:



```
<OvInstallBinDir>/ovc -restart hpsensor
```

4. Go to OMi Performance Dashboard and in the Performance pane, click .
5. Click  > **Clear Cache** to reload the data from the Operations Agent.

Real -Time graphing for OpsBridge data store is not updated every 5 seconds

Problem: Real Time graphing in Performance Dashboard is not updated every 5 seconds for data from OpsBridge data store.

Solution: To resolve this problem, follow these steps:

1. Locate the `hpcs.conf` configuration file on the Operations Agent node.
Windows - `%OVDATADIR%\hpcs\hpcs.conf`
Linux - `/var/opt/OV/hpcs/hpcs.conf`
2. Change `collection_Interval` value (in seconds) to **5** and save the file.
3. Restart the `hpsensor` service using the following command:
`<OvInstallBinDir>/ovc -restart hpsensor`
4. Run the following command:
`<OvInstallBinDir>/ovconfchg -ns hpsensor -set PUBLISH_INTERVAL 5`
5. Go to OMi Performance Dashboard and in the Performance pane, click .
6. Click  > **Clear Cache** to reload the data from the OpsBridge data store.

Performance Dashboard is not loading

Problem: Performance Dashboard is not loading and not working as expected.

Solution: Check the network log, for any failures in URL calls.


To check the network log, follow these steps:

1. Press F12 in the browser, the debug panel appears.
2. Select Network tab in the debug panel.

Inconsistency in the data shown in the performance dashboard

Problem: Inconsistency in the data shown in the performance dashboard.


Solution: To resolve this problem, follow these steps:

1. In the Performance pane, click . The performance dashboard is updated with latest data.
2. You can use the following URL to make sure that data is coming for the required time interval.

```
http://<HOST_NAME>/OVPM/rest/1.0/data/graphdata?ciid=<CI_ID>&class=<CLASS>&ds=<DATASOURCE>&endtime=<END_TIME>&instances=<INSTANCE_NAME>&interval=<INTERVAL>&metrics=<METRIC_NAME>&starttime=<START_TIME>
```

Metrics, Instances or Classes are added in a CI but not available in OMi Performance Dashboard

Problem: Metrics, instances, or classes are available in a CI but are not available in OMi Performance Dashboard.

Solution: To resolve this problem, Click  > **Clear Cache**.

CI Type tree does not appear

Problem: In Performance Dashboard Mappings, CI Type tree does not appear in the left pane.

Solution: To resolve this problem, follow these steps:

1. Check if Adobe flash player is installed in the browser.
2. If Adobe Flash Player is installed, check if it is enabled. If it is disabled, enable it.

CI Type tree loads with error message

Problem: CI Type tree loads with error message

Solution: To resolve this problem, you must log out from OMi and log in to OMi.

Save icon is not enabled

Problem: In the Performance Dashboard Mappings, the Save icon is not enabled.

Solution: To resolve this problem, follow these steps:

1. If you make any changes, the **Save** option is enabled.
2. To enable **Save** option, you can edit the CI Attribute or Assigned Dashboards.

Performance Dashboard Mappings does not change locale in Internet Explorer

Problem: Performance Dashboard Mappings does not change locale on Internet Explorer.

Solution: To resolve this problem, follow these steps:

1. Close all the tabs of the browser.
2. Open the browser again.
3. Open the OMi console.
4. Log on with the credentials.
5. Click **Administration > Operations Console > Performance Dashboard Mappings**

Real-Time Graph Window Stops Receiving Updates

Problem: A performance dashboard drawn with metrics obtained from the RTM data source stops receiving updates if the Operations Agent (or the RTM component of the agent) on the node that hosts the RTM data source stops running. The performance dashboard title bar shows no data point.

Solution: When the Operations Agent (or the RTM component of the agent) starts running on the node again, the performance dashboard window starts showing the updated data.

SiteScope Real Time is not working

Problem: SiteScope Real Time is not working

Solution: To resolve this problem, follow these steps:

1. Check if configured SiteScope version is 11.22 or above.
2. Check connectivity with the SiteScope server from OMi server. You need to ensure that the SiteScope server is up and running.
3. Check `monitored_by` attribute of the Selected CI in OMi contains SiteScope. If SiteScope is not available then there could be a synchronization issue with SiteScope to OMi. Contact SiteScope or OMi team.
4. Check if the Integration XML is available at the following location:

Windows: %ovdatadir%\shared\server\conf\perf\pmiworkdir\data\SiteScope_RTM_GC_Integration.xml

Linux: /var/opt/OV/shared/server/conf/perf/pmiworkdir/data/SiteScope_RTM_GC_Integration.xml

5. In SiteScope, click **Preferences** and perform the following steps:

Search/Filter tag

- a. Check if Filter is created
- b. Click group containing monitors or a monitor and click **Properties > Search/Filter tag**. Check if the filter is listed and the option is enabled.
- c. Click **Properties > Monitor run settings > Frequency** and check if frequency is set to 15 seconds for the monitors for which RTM data is not showing up in OMi Performance Dashboard.

Integration Preferences

- a. Click **Integration Preferences**. Check if Data integration is added. If data integration is not added, see *SiteScope documentation*.
- b. If the data integration is available, select a data integration , click **Edit** and check for the following configurations
 - i. Check if the Receiver URL is OMi Performance Dashboard listener URL. For example, `http://<OMI_HOST_NAME>/OVPM/rest/SiteScopeDataReceiver`
 - ii. Check if the Encoding is UTF-8.
 - iii. Check if the Reporting Interval is 15 seconds.
 - iv. Check if the Time Synchronization Interval is 10 minutes.
 - v. Check if the GZIP compression only.
 - vi. Check the Web Server Security Settings, Specify the username and password to access the OMi Performance Dashboard if the OMi Performance Dashboard is configured to use basic authentication. Otherwise, leave blank
 - vii. In the Reporting Tags, check if the filter applied on monitors is selected.

6. Check for the configured receiver URL in SiteScope, if there are any errors in the data_integration.log file of SiteScope installed machine.

- a. Check <Sitescope_Installed_Folder>\log\data_integration.log file.

If error exists then configured receiver URL is incorrect. For more information, see *SiteScope documentation*.

- b. If there are no errors in the log file then enable debug mode for SiteScope data integration log file.
- c. In <Sitescope_Installed_Folder>\conf\core\Tools\log4j\PlainJava\log4j.properties file , change following text:

```
log4j.category.dataIntegration=${loglevel}, data.integration.appender  
to
```

```
log4j.category.dataIntegration=DEBUG, data.integration.appender
```

- d. Enable OMi Performance Dashboard log level to Trace in log4j.properties

Windows: %TOPAZ_HOME%\log\pmi\pmi.log

Linux: \$TOPAZ_HOME/log/pmi/pmi.log ()

- 6. Check if RTM data as shown in the following text is getting logged for the selected monitor.

```
com.hp.pm.core.adapter.metric.SiSRTMDataReceiver:doPost() -> RTM XML Content
```

```
<?xml version="1.0" encoding="UTF-8" standalone="yes"?>
```

```
<performanceMonitors collector="SiteScope" collectorHost="martellvm8">
```

```
<group name="Demo_Monitors" desc="">
```

```
<monitor type="Memory" target="example.example.com" targetIP="<IP>"  
time="1417567245958" quality="1" name="Memory monitor on system">
```

```
<counter value="49" quality="" name="percent used"/>
```

```
</monitor>
```

```
</group>
```

```
</performanceMonitors>
```

SiteScope Historical Data is not working

Problem: SiteScope historical data is not working

Solution: To resolve this problem, follow these steps:

1. Check if configured SiteScope version is 11.22 or above.
2. Check if SiteScope server is configured in **OMi > Administration > Setup and Maintenance > Connected Servers**
3. Check connectivity with the SiteScope server from OMi server. You need to ensure that the SiteScope server is up and running.
4. Check monitored_by attribute of the Selected CI contains SiteScope. If SiteScope is not available, then there is a synchronization issue with SiteScope to OMi.
5. Check if the Integration XML is available at the following locations:

Windows: %ovdatadir%\shared\server\conf\perf\pmiworkdir\data\SiteScope_GC_Integration.xml

Linux: /var/opt/OV/shared/server/conf/perf/pmiworkdir/data/SiteScope_GC_Integration.xml

6. Analyze the OMi Performance Dashboard log file for any errors or exceptions:

Windows: %TOPAZ_HOME%\log\pmi\pmi.log

Linux: \$TOPAZ_HOME/log/pmi/pmi.log

In the log files, check the following:

- a. Check if Connected Server API returns SiteScope server data.

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Sitescope  
Connected Server size : 1
```

- b. Check if RTSM API returns monitors data for the selected CI.

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Number of  
Serversthe selected CI associated with 1
```

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Selected CI's  
Serve Name martellvm8.ind.example.com
```

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Selected CI's  
Topology Monitor Map size 2
```

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Selected CI's  
Monitor Name Demo_Monitors/CPU Monitor on iwfv00127
```

- c. Check if SiteScope DAL API returns data to OMi Performance Dashboard

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Querying  
Sitescope DAL API with query parameters
```

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:getMonitorsForASiSServer()  
-> Full Server Name martellvm8.ind.example.com  
  
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:getMonitorsForASiSServer()  
-> Short Server Name martellvm8  
  
com.hp.pm.core.adapter.metric.SiSHelper:getHistoryData() -> Getting SiS  
History data  
  
com.hp.pm.core.adapter.metric.SiSHelper:getHistoryData() -> Server Name  
martellvm8  
  
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:getMonitorsForASiSServer()  
-> SiS history mapsize 1  
  
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:getMonitorsForASiSServer()  
->Monitor List size.. 3  
  
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Monitor  
Output sizevia DAL 3  
  
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Final Output  
size 2
```

7. If SiteScope server is down then you see the following connection refused exception in the log file:

```
com.hp.pm.core.adapter.metric.SiSDAMetricAdapter:loadMeta() -> Querying  
Sitescope DAL API with query parameters  
  
com.hp.pm.core.adapter.metric.SiSHelper:getDataFromDALApi() -> Error getting  
data from Sitescope DAL API: ; nested exceptionis: java.net.ConnectException:  
Connection refused: connect  
  
com.hp.pm.core.adapter.metric.SiSHelper:getDataFromDALApi() -> AxisFault  
faultCode: {http://schemas.xmlsoap.org/soap/envelope/}Server.userException  
faultSubcode:  
faultString: java.net.ConnectException: Connection refused:connect
```

8. If there is any data request error, you see the following exception in the log file:

```
com.hp.pm.core.adapter.metric.SiSHelper:getDataFromDALApi() -> Error getting  
data from Sitescope DAL API:  
com.mercury.sitescope.api.data.exception.RequestDataExceedLimitException: Error  
Code: 77104.
```

Error Description: Request from start date Tue Sep 02 04:06:14 IST 2014 to Wed Sep 03 04:06:14 IST 2014 resources are over the configured maximum limit: 20 MB (approximate request resources size is 660MB).

Process succeed for time range: Tue Sep 02 04:06:14 IST 2014 to Tue Sep 02 04:49:39 IST 2014.

You need to change the resource size limitation. Go to SiteScope infrastructure preferences and change Data acquisition API single request size value.

9. Check if the data is getting logged for these monitors in SiteScope Server with status **good** from current time to last one day.

<Sitescope_Installed_Folder>\logs\Sitescope.log

Favorites to compare same metrics of different CIs does not display data

Problem: Favorites to compare same metrics of different CIs does not display data. This happens when the CIs for which the metrics are compared, do not have the system time set as per the time zone of the region.

Solution: For the Favorites to display data, make sure that the system time is set to the time zone of the region where the CIs are located.

Predefined performance dashboards are not listed when NIC is selected

Problem: When you select the MAC address of an NIC as a CI from the View Explorer, the corresponding predefined performance dashboards are not listed. This is because while creating the Performance Dashboard Mappings, the NIC name is mapped to the predefined performance dashboards and not the MAC address.

Solution: You can select the corresponding host to view the predefined performance dashboards.

Cloud Optimizer integration issues

Problem: Unable to integrate OMi Performance Dashboard with Cloud Optimizer.

Description: To resolve this problem, follow these steps:

1. Check if the monitored_by attribute of the Selected CI in OMi contains Cloud Optimizer. If it does not contain Cloud Optimizer then there could be a synchronization issue with Cloud Optimizer to OMi. Contact Cloud Optimizer team.

2. Check if the Integration XML is available in the following locations:

Windows: %ovdatadir%\shared\server\conf\perf\pmiworkdir\data\vPV_GC_Integration.xml

Linux: /var/opt/OV/shared/server/conf/perf/pmiworkdir/data/vPV_GC_Integration.xml

3. Check if the time configured in both OMi and Cloud Optimizer is same.
4. Check instance information in RTSM Response:

```
<graphParameters>
<systemNames>
<systems>
<systemName>16.184.47.225</systemName>
<port>8444</port>
</systems>
<systems>
<systemName>martell.ind.example.com</systemName>
</systems>
</systemNames>
<instanceNames>
<instance>
<instanceName>martell.ind.example.com</instanceName>
<graphParameters>
<systemNames>
<systems>
<systemName>16.184.47.225</systemName>
<port>8444</port>
</systems>
<systems>
<systemName>martell.ind.example.com</systemName>
```

```
</systems>  
</systemNames>  
<instanceNames>  
<instance>  
<instanceName>martell.ind.example.com</instanceName>
```

5. Check if metadata that is queried using Rest API to Cloud Optimizer server is successful

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> In  
loadMeta - The selected CI id c751a5dccc27daafd9922abcae1580b4  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> The  
selected CI type unix  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> The  
selected CI Name syspulsevm200.ind.example.com  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> The  
selected CI's Server Name 16.184.47.225  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> The  
selected CI's Server Port 8444  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData()  
-> The rest url  
https://16.184.47.225:8444/PV/api/v1/loadmeta?name=syspulsevm200.ind.example.co  
m&type=unix&context=PMI  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:queryRestAPI() ->  
The response status code 200  
  
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData()  
-> Connection to vPV Rest url is success
```

6. If querying via Rest API fails, then you see following error in the log file

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() -> The  
rest url  
https://goldrch7vm8.ind.example.com:8444/PV/api/v1/loadmeta?name=goldrch7vm7.in  
d.example.com&type=unix&context=PMI  
  
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:queryRestAPI() -> Error  
occured while connecting to vPV rest url.
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() ->  
Failed to get response from the vPV rest url with status code 0
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> vPV Output  
for the selected CI is null or empty
```

7. For checking the URLs, open a new tab in the same browser where OMi is launched. Copy the URL to the new tab and launch them.
8. Valid JSON response should be retrieved
9. Check if data queried from Rest API from Cloud Optimizer is successful.

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getDataRows() -> In  
GetDataRows
```

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getDataRows() ->  
Instance Full Name 16.184.47.225/VCENTER_HOST__2
```

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getDataRows() ->  
Instance Name VCENTER_HOST__2
```

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData()  
-> The rest url
```

```
https://16.184.47.225:8444/PV/api/v1/getdatarows?instanceId=VCENTER_HOST__  
2&className=VCENTER_  
HOST&metrics=CPUPhysTotalUtil&summarizeMins=5&startEpochMillis=1448321439000&en  
dEpochMillis=1448364639000
```

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:queryRestAPI() ->  
The response status code 200
```

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData()  
-> Connection to vPV Rest url is success
```

```
INFO : com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getDataRows() -> Get  
data rows row count 143
```


10. Open a new tab in the same browser where OMi is launched. Copy the URL to the new tab and launch them. Valid JSON response should be retrieved.
11. If `initstring` configured in Cloud Optimizer is not correct then you see following exception in the log file:

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() -> The  
rest url
```

```
https://goldrch7vm8.ind.example.com:8444/PV/api/v1/loadmeta?name=goldrch7vm7.ind.example.com&type=unix&context=PMI
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:queryRestAPI() -> Error occurred while connecting to vPV rest url.
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() -> Failed to get response from the vPV rest url with status code 401 (forbidden access)
```

12. Check if SSO (Single Sign-On) is configured properly in Cloud Optimizer server similar to OMi.
13. In OMi, navigate to **Administration > Users > Authentication Management**. In the Single Sign-On Configuration section, click  **Edit** to open Single Sign On Editor.
14. Check for Token Creation Key (initString). Log on to Cloud Optimizer server machine and check for `initString` in the following location:

```
/opt/OV/www/webapps/PV/WEB-INF/classes/lwssofmconf.xml
```

Problem: Cloud Optimizer data source is not listed in performance dashboard while creating or editing a graph.

Solution: To resolve this problem, follow these steps:

1. Check if the `monitored_by` attribute of the selected CI in OMi contains the value `vPV`. If the attribute contains any other value, there might be a topology synchronization issue between Cloud Optimizer and OMi.
2. Check if the Integration XML file is available in the following locations:
 - **Windows:** %ovdatadir%\shared\server\conf\perf\pmiworkdir\data\vPV_GC_Integration.xml
 - **Linux:** /var/opt/OV/shared/server/conf/perf/pmiworkdir/data/vPV_GC_Integration.xml

Problem: Classes from Cloud Optimizer are not listing in performance dashboard while creating or editing a graph.

Solution: To resolve this problem, follow these steps:

1. Check if the value of the `monitored_by` attribute of the selected CI in OMi is `vPV`. If the attribute contains any other value, there might be a topology synchronization issue between Cloud Optimizer and OMi.

2. If the value of the `monitored_by` attribute is `vPV`, then check if the time configured in both OMi and Cloud Optimizer is the same.
3. Check if the instance ID definition for the selected CI type in **Administration > Operations Console > Performance Dashboard Mappings** is configured to the correct CI attribute.
4. Check if the vPV server host is ping-able from the OMi server.
5. Check if the selected CI has `is_datacollector` relationship to vPV running software and if vPV running software has the `composition` relationship with the vPV server host.

6. Analyze the performance dashboard trace file:
 - a. Check instance information in RTSM Response:

```
com.hp.pmi.graphing.RTSMQueryHandler:getGraphData() ->
<systemNames>
<systems>
<systemName>vpvhost11-wed.ind.hp.com</systemName>
<port>8444</port>
</systems>
<systems>
<systemName>vpvqa14</systemName>
</systems>
</systemNames>
<instanceNames>
<instance>
<instanceName>vpvqa14</instanceName>
</instance>
</instanceNames>
```

- b. Check if the metadata(classes/metrics) that is queried using Rest API to Cloud Optimizer server is successful. If querying Rest API fails, then you will see the following error in the log file:

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() ->
The rest url https://vpvhost11-
```

```
wed.ind.hp.com:8444/PV/api/v1/loadmeta?name=vpvqa14.ind.hp.com&type=unix&context=PMI
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:queryRestAPI() -> Error  
occured while connecting to vPV rest url
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() ->  
Failed to get response from the vPV rest url with status code 0
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:loadMeta() -> vPV Output  
for the selected CI is null or empty
```

- c. For checking the Cloud Optimizer Rest URLs, open a new tab in the same browser where OMi is launched. Copy the URL to the new tab and launch the REST URLs. You will retrieve a valid JSON response.
- d. Check if data queried from Cloud Optimizer using REST API is successful.
- e. Open a new tab in the same browser where OMi is launched. Copy the URL to the new tab and launch them. You will retrieve a valid JSON response.
- f. If `initstring` (LWSSO token String or Single Sign on token String) configured in Cloud Optimizer is not correct, then you will see the following exception in the log file:

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() ->  
The rest url https://vpvhost11-  
wed.ind.hp.com:8444/PV/api/v1/loadmeta?name=vpvqa14.ind.hp.com&type=unix&con  
text=PM
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:queryRestAPI() -> Error  
occured while connecting to vPV rest URL
```

```
com.hp.pm.core.adapter.metric.AbstractMetricAdapter:getRestOutputData() ->  
Failed to get response from the vPV rest url with status code 401 (forbidden  
access)
```

- g. Check if Single Sign-On (SSO) is configured properly in Cloud Optimizer server similar to OMi.
- h.)In OMi, navigate to **Administration > Users > Authentication Management**. In the **Single Sign-On Configuration** section, click **Edit** to open Single Sign-On Editor.

Check for Token Creation Key (`initString`). Log on to Cloud Optimizer server machine and check for `initString` in the following location:

```
/opt/OV/www/webapps/PV/WEB-INF/classes/lwssofmconf.xml
```

Performance Dashboard PDF is blank

Problem: When a performance dashboard containing more than 15 charts each of height 250 pixels is saved in PDF format, the PDF appears blank.

Solution: To resolve this problem, reduce the number of charts on the dashboard and generate the PDF again.

Operations Connector integration issues

Problem: Operations Connector data source is not listed while creating or editing a chart in Performance Dashboard.

Solution: To resolve this problem, follow these steps:

1. Check if the value of the `monitored_by` property is `BSMC:<CONNECTED_SERVER_NAME>`. If it contains any other value, there might be a topology synchronization issue.
2. Check if the performance dashboard integration XML is available at the following locations:
 - `%ovdatadir%\shared\server\conf\perf\pmiworkdir\data\BSM_Connector_GC_Integration.xml` (Windows)
 - `/var/opt/OV/shared/server/conf/perf/pmiworkdir/data/BSM_Connector_GC_Integration.xml` (Linux)

Problem: Classes from Operations Connectors are not listed while creating or editing a chart in Performance Dashboard.

Solution: To resolve this problem, follow these steps:

1. Check if the value of the `monitored_by` property is `BSMC:<CONNECTED_SERVER_NAME>`. If it contains any other value, there might be a topology synchronization issue.
2. If the value of the `monitored_by` property is `BSMC:<CONNECTED_SERVER_NAME>`, do the following:
 - a. Check if Operations Connector is configured as a connected server in OMi: **Administration > Setup and Maintenance > Connected Servers**
 - b. Check the `data_externalid` property of the selected CI as performance dashboard uses this property to identify the right classes and metrics of the CI from the agent that stores data for Operations Connector.
3. Check if the host name configured in **Connected Servers** page is ping-able from the OMi server.

4. Analyze the performance dashboard trace file:
 - a. Identify if connected server name is retrieved properly:
 - `com.hp.pmi.graphing.GraphDataProvider.getBSMCMonitoredBy()->Connected server display name ><iwfv07996>`
 - `com.hp.pmi.graphing.GraphDataProvider.getConnectedServerHostName()->Host name of the BSMC Connected Server = iwfv07996.hpeswlab.net`
 - b. Check instance information in RTSM response.
 - c. Check if data is logged for this instance in Operations Connector.

Problem: All metrics for a selected class from Operations Connectors are not listed in the performance dashboard.

Solution: To resolve this problem, follow these steps:

1. Check if metric names contain arithmetic operators like +, -, * and /, as these operators are not supported in performance dashboard.
2. If the metric names do not contain any arithmetic operators but are still not listed, refer the troubleshooting tips in Operations Connector documentation.

OpsBridge Store integration issues

Problem: OpsBridge Store datasource is not listed in Performance Dashboard while creating or editing a graph.

Solution: To resolve this problem, follow these steps:

1. Check if the value of the `monitored_by` property is `BSMC:<CONNECTED_SERVER_NAME>`. If it contains any other value, there might be a topology synchronization issue between OMi, and Operations Connector or Operations Agent.
2. Check if OMi Performance Engine is running properly. Type the following command in OMi Performance Engine server:

```
#!/opt/OV/bin/ovc -status PE
```

All the PE services should be running successfully.

3. Check if the Performance Engine node is configured in **Administration > Setup and Maintenance > Infrastructure Settings:**

- a. Choose the Application as Performance Engine.
- b. Provide Performance Engine node details.

Example: `http://<PESERVER_HOSTNAME>:<PORT_NUMBER>`

- c. Provide Performance Engine node password.
4. Check the Performance Engine endpoint status by opening a new tab in the same browser where OMi is launched. Copy the URL to the new tab and launch the REST URLs.

`http://<OMi_Gateway_server>/PE/rest/1.0/admin/endpoint`

Output:

```
{"Status" : "Success", "EndPoint" : "http://<PE_Server>:7387/perfengine/HPCSListener"}
```

5. Check if the performance dashboard integration XML is available at the following locations:

Windows: `%ovdatadir%\shared\server\conf\perf\pmiworkdir\data\PERF_STORE_GC_Integration.xml`

Linux: `/var/opt/OV/shared/server/conf/perf/pmiworkdir/data/PERF_STORE_GC_Integration.xml`

6. Check for errors in OMi Performance Engine server by verifying the logs in `/var/opt/OV/pe/log/` folder.
7. Check for errors in OMi logs at the following location:

Windows: `%TOPAZ_HOME%\log\PE\perfengine.log`

Linux: `/opt/HP/BSM/log/PE/perfengine.log`

Problem: Classes from OpsBridge store are not listing in PD while creating or editing a graph.

Solution: To resolve this issue, follow these steps:

1. Check if the value of the `monitored_by` property is `BSMC:<CONNECTED_SERVER_NAME>`. If it contains any other value, there might be a topology synchronization issue between OMi, and Operations Connector or Operations Agent.

If the `monitored_by` contains "OM", then for the selected CI, do the following:

- a. Find related monitored agent node in OMi: **Administration > RTSM Administration > Modeling > IT Universe Manager**.
- b. For the Agent node, check "composition" relationship to "HP Operations Agent" CI type.
- c. On "HP Operations Agent" CI, right click to see the properties and get the property 'Name'

containing core id of the agent. This core id should be same as the output of the following command on the agent node:

```
$OVINSTALLDIR/bin/ovcoreid
```

If the `monitored_by` contains "BSMC:<Connected_server_name>", then for the selected CI, do the following:

- a. Check if the Operations Connector is configured as a connected server in OMi:
Administration > Setup and Maintenance > Connected Servers.
- b. Check for `data_externalid` property for the selected CI as performance dashboard uses this property as the instance key to identify the right classes and metrics of the CI from the OpsBridge store.
- c. Check if the configured connected server host has "composition" relationship to 'HP Operations Agent' CIType in OMi: **Administration > RTSM Administration > Modeling > IT Universe Manager.**

On "HP Operations Agent" CI, right click to see the properties and get the property 'Name' containing core id of the agent. This core id should be same as the output of the following command:

```
$OVINSTALLDIR/bin/ovcoreid on the OpsConnector host
```

2. Check the metadata Rest API (classes/metrics/instances) by opening a new tab in the same browser where OMi is launched. Copy the URL to the new tab and launch the REST APIs.

```
<PROTOCOL>://<OMI_GATEWAY_SERVER>/PE/rest/1.0/data/cimetadata?ciid=<COREID_OF_AGENT>
```

If Rest API output is an empty list then check if PE cache server(redis) has metadata for the selected CI.

- a. Log in to the Performance Engine server.
- b. Run the redis command line tool:

```
/opt/HP/BSM/HPEPerfEngine/redis/src/redis-cli -p <REDIS_PORT> -a <PE_PASSWORD>
```

- c. Invoke the redis command to list metadata for a selected CI.

```
zrangebylex perfengine:metadata [<CORE_ID> "[<CORE_ID>\uFFFF"
```

```
Example: zrangebylex perfengine:metadata [ab1234-38d9-758c-123d-1234 "[ab1234-38d9-758c-123d-1234 \uFFFF"
```

If the above command fails to list the metadata for the selected CI, check for errors in Performance Engine server by verifying the logs at the following location:

```
/var/opt/OV/pe/log/
```

Problem: No data found error in performance dashboard for the metrics from OpsBridge Store.

Solution: To resolve this issue, follow these steps:

1. Check the performance dashboard log files for REST APIs at the following locations:

Windows: %TOPAZ_HOME%\log\pmi\pmi.log

Linux: opt/HP/BSM/log/pmi/pmi.log

2. Check the performance dashboard Rest API data by opening a new tab in the same browser where OMi is launched. Copy the URL to a new tab and launch the REST APIs:

```
<PROTOCOL>://<OMi_GATEWAY_SERVER>/OVPM/rest/1.0/data/graphdata?alias=.....
```

3. If performance dashboard data is not available, then check PE Rest API for data by opening a new tab in the same browser where OMi is launched. Copy the URL to a new tab and launch the REST APIs:

```
<PROTOCOL>://<OMi_GATEWAY_SERVER>:<OMi_PORT_NUMBER>/PE/rest/1.0/data/graphdata?ciid=.....
```

Troubleshooting OMi Performance Engine

This section provides troubleshooting information for OMi Performance Engine.

Troubleshooting Scenarios

OMi Performance Dashboard is not showing data for OpsBridgeStore data source

Problem: OMi Performance Dashboard is not showing data for OpsBridgeStore data source

Solution: To resolve this problem, follow these steps:

If you have reconfigured Vertica database, you must invoke OMi Performance Engine API in OMi to forcefully update the cache config by running the following URL on the OMi server : `http://<OMi gateway host info>/PE/rest/1.0/admin/reconfigure/cache`

OpsBridge Store datasource is not listed in OMi Performance Dashboard

Problem: OpsBridge Store datasource is not listed in Performance Dashboard

Solution: To resolve this problem, follow these steps:

1. To check if OMi Performance Engine is running properly, type the following command in OMi Performance Engine server:

```
#!/opt/OV/bin/ovc -status PE
```

All the PE services should be running.
2. Check for errors in OMi Performance Engine by verifying the logs at `/var/opt/OV/pe/log/`
3. In OMi console, OMi Performance Engine node should be configured in **Administration > Setup and Maintenance > Infrastructure Settings**
 - a. Choose Performance Engine as the Application.
 - b. Provide the OMi Performance Engine node details and password.
4. Check for errors in OMi logs for OMi Performance Engine:

Windows:

`C:\HPBSM\log\PE\perfengine.log`

Linux:

`opt/HP/BSM/log/PE/perfengine.log`

Enabling certificate authentication fails with errors

Problem: You are trying to enable HTTPS in OMi Performance Engine, admin tools **reports** unable to create `certtrusted` file and error message appears.

Solution: To resolve this problem, follow these steps:

You are trying to enable certificate based authentication in OMi Performance Engine before OMi certificate reaches the node. You need to verify if the `overcert -list` command is listing the certificates properly before you invoke the admin tool utility.

When OMi Performance Engine is configured for non-root user, Certificate granted from OMi is not updated in the node.

Problem: When non-root user is configured in OMi Performance Engine, the BBC port is updated from default 383 to port number higher than 1024.

Solution: To resolve this problem, run the following command on the OMi server:

```
(ovinstalldir)/bin/ovconfchg -ns bbc.cb.ports -set PORTS PEHOSTNAME:BBCPORT
```

OMi Performance Engine is retaining the last one month data in Vertica database.

Problem: OMi Performance Engine is retaining the last one month data in Vertica database. As a user, I want to change data retention in Vertica database.

Solution: Out-of-the-box, OMi Performance Engine can retain data for 30 days. To change the data retention duration, follow these steps:

1. Open `/opt/HP/BSM/HPEPerfEngine/conf/perfengine.conf`
2. Update the **purge** configuration to required number of days

```
# Parameter : purge
```

```
# Specify the number of days after which data will be purged in db.
```

```
purge=30
```

3. Save the file and run `#/opt/OV/bin/ovc -restart pelistener`

Note: In case of cluster installation, you must perform the same steps in all the nodes.

Current throughput of the OMi Performance Engine server

Problem: As a user, I want to know the current throughput of the OMi Performance Engine Server.

Solution: To resolve this problem, you can check the throughput of the node by following these steps:

1. In OMi Workspace, create a new page.
2. From the component gallery, choose **Performance Engine Throughput** component.
3. The component opens, Performance Engine Throughput data in Performance Dashboard. The dashboard shows the data streamed to PE in Charts.

Increase the maximum POST request size

Problem: You want to increase the maximum POST request size of json data. By default the max size of json is 1MB.

Solution: To resolve this problem, follow these steps:

1. Set following properties in the following file:

```
/opt/HP/BSM/HPEPerfEngine/kafka/config/server.properties  
  
message.max.bytes=<SOME_BIG_VALUE_IN_BYTES>  
  
replica.fetch.max.bytes=<SOME_BIG_VALUE_IN_BYTES_GREATER_THAN_EQUAL_TO_THE_ABOVE>
```

2. Change the properties in the following file:

```
/opt/HP/BSM/HPEPerfEngine/conf/perfengine.conf file  
  
max_req_size=<SOME_BIG_VALUE_IN_BYTES_GREATER_THAN_EQUAL_TO_THE_ABOVE>
```

3. Restart PE services.

```
/opt/OV/bin/ovc -restart PE
```

OMi Performance Engine services are not running post-installation

Problem: PE services are not running or are aborted if the host names are not configured properly on the system.

Solution: To resolve this problem, you must re-install the product with the correct IP address or host name in the PE_Profile file.

OMi Performance Engine services are not starting after system reboot

Problem: OMi Performance Engine services are not starting after the system is rebooted.

Solution: To resolve this problem, set the "START_ON_BOOT" configuration variable to true. Run the following command:

```
/opt/OV/bin/ovconfchg -ns ctrl -set START_ON_BOOT true
```

OMi Performance Engine services are starting in root mode

Problem: OMi Performance Engine services are starting in root user mode even when OMi Performance Engine is configured in a non-root user mode.

Solution: This problem occurs if `ovcd` is stopped by using `/opt/0V/bin/ovc -kill` and OMi Performance Engine is started by using `/opt/0V/bin/ovc -start PE` as root user.

To resolve this issue, do the following:

Note: For OMi Performance Engine cluster deployment, repeat each step on all the nodes in the cluster.

1. As root user, check if the "START_ON_BOOT" configuration variable is set to `true`. If it is set to `false`, run the following command:

```
/opt/0V/bin/ovconfchg -ns ctrl -set START_ON_BOOT true
```

2. Stop OMi Performance Engine services by running the following command:

```
service OVCtrl stop
```

3. Remove log files created by root in the following directories:

- Default Kafka directory: `/opt/HP/BSM/HPEPerfEngine/kafka/kafka-logs/`
- Non-default Kafka directory (if you have changed the default Kafka log directory):
`<NonDefaultkafkaDirectory>/kafka-logs`
- Zookeeper directory: `/opt/HP/BSM/HPEPerfEngine/kafka/zookeeper-data/version-2/`

4. Start OMi Performance Engine services by running the following command:

```
service OVCtrl start
```

OMi Health Status

The OMi Health Status tab displays the health information of the OMi deployment. To ensure efficient operations, OMi keeps track of the health of its components and reports problems so that a corrective or preventive action can be taken.

OMi Health Status contains the following panes that provide the health status of OMi self-monitored components, display a list of related events and show how the health status of the selected object affects the health of the related objects in a view:

- **Monitoring Dashboard - OMi Health Status**

The health status of each OMi object is displayed using the following widgets: simple status, pie, and history. Each widget references an OMi area for which the health-related information is displayed or provides an overall health status summary of all self-monitored objects.

Widgets enable you to quickly determine the status of the monitored area by displaying a color that reflects the severity of the most critical event (for example, red for the severity critical). The number of events per severity is shown as well.

Each widget references an event filter and a view, and only displays the status of those events that match the filter criteria and are related to the configuration items included in the referenced view. When you click a widget, the information on the related OMi self-monitored area is passed to the Event Browser and the Top View components. As a result, the Event Browser displays only the matching events and the Top View displays the view associated with the widget.

For more information on widgets and monitoring dashboards, see ["Monitoring Dashboard" on page 257](#).

The following widget group is part of the **OMi Server** self-monitored area of the OMi Health Status monitoring dashboard:

- **Event Processing**

This widget displays the status information on the health of the event processing. It monitors a number of OMi log files, including the log files for the OMi Marble Status Calculation and the processing of the OMi JMS bus event queue. The events displayed in the Event Browser are created for the monitored log file entries with the severity ERROR.

- **Job Handling**

This widget displays the status information on the health of the deployment jobs. The critical events displayed in the Event Browser may relate to various job deployment issues, for example, failed policy templates transfer from the OMi server to monitored nodes, or the problems with transferring the assignment information from nodes to the server.

- **OMi Server Processes**

This widget displays the status information on the health of the OMi server processes. The events displayed in the Event Browser result from monitoring the OMi Nanny process log file, as well as from monitoring if the Nanny process itself is up and running.

Note: The OMi Nanny process monitors all processes running on an OMi system. If an OMi process fails, Nanny restarts it automatically and records this information to a separate log file.

- **OMi Server Infrastructure**

This widget displays the status information on the health of the OMi server infrastructure (resulting from monitoring the disk IO operations and space utilization of the system).

The status indicator next to **OMi Server** combines all statuses displayed by related widgets. It takes the most critical status as the overall status indication (for example, if a critical issue is detected in one area, the indicator color changes to red).

The following widget group is part of the **Operations Agent** self-monitored area of the OMi Health Status monitoring dashboard:

- **Agent Health**

This widget provides the status information on the health of the Operations Agent. The events displayed in the Event Browser are generated from internal messages sent by the agent (they may include agent communication problems and failed processes).

- **Agent Connectivity**

This widget provides the information on the Operations Agent connectivity status. The events displayed in the Event Browser are related to the agent's heartbeat checking: if no heartbeat event is received from the agent within the configured interval, an event indicating a problem is created.

The **History** chart is a status-trend widget that displays the number of events per severity against time.

The **Overall** chart is a pie-chart widget that gives an at-a-glance overview of the severity of all events occurred over a certain period of time. It is divided into colored status slices, each slice representing a number of events having a critical, warning, or normal state.

Note: The widget selected in Monitoring Dashboard - OMi Health Status determines which events are displayed in the Event Browser and which view is selected as the Top View.

- **Event Browser**

Displays a detailed summary of the events that occur in the OMi self-monitored environment. The list of events is updated dynamically based on the widget selection in the Monitoring Dashboard - OMi Health Status. For more information, see ["Use the Event Browser \(HTML\)" on page 105](#).

- **Top View**

Displays a topological view of the configuration items (CIs) affected by the events displayed in the Event Browser pane. The view shows the relationships between the CIs that represent the monitored objects and indicates their current health status. The color of an object displayed in the Top View takes the most critical status of the contributing objects: if at least one critical issue is detected, the entire CI is marked red. (The color used depends on the view settings. For example, you can set green for a normal and red for a critical state.)

Two views that are integrated with the OMi Self-Monitoring are **OMi Deployment** and **OMi Deployment with Operations Agent**.

For more information on the Top View, see ["Top View Component" on page 201](#).

Note: The size of all panes on the OMi Health Status tab can be manually modified. You can use the **Expand** and **Collapse** buttons to change the display formats to the predefined settings or open each pane in a new window.

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